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**Job Description**

**Job Title:** – **Customer Care Coordinator (Level 2)**

**Company Role Profile: -** PC2.5

**Grade: 4**

**Responsible to** – **Team Leader/ Service Manager/ Business Manager**

**Purpose of Role**

* To manage allocated cases –taking action to ensure the right support is provided to maintain or improve the well-being of the person
* To act as a first point of contact to Health and Social Care professionals and general public
* To undertake an initial assessment to determine the requirements of a person to ensure the person receives the right type and level of care and Support to meet the persons needs
* To liaise with a range of providers in order to arrange a range of interventions that meet the persons needs
* Assist the manager of the service in terms of Team working, ensuring tasks are carried out accurately and efficiently, interventions are appropriately conducted and with the development of colleagues.

**Key Tasks and Responsibilities**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder**

1. **Role accountability**

* 1. To manage customer focused support plans ensuring appropriate action is taken to support, maintain or improve the health and welling of customers
  2. To act as a point of contact to Health and Social Care professionals and general public
  3. To undertake assessments to determine the requirements of a customer to ensure the customer receives the right type and level of care and Support to meet the their needs
  4. To liaise with a range of providers in order to arrange a range of interventions that meet the customer needs
  5. To assess, coordinate and provide if appropriate personal or practical interventions to a range of vulnerable people practical assistance to a range of customers
  6. To hold a good understanding of thresholds of escalation of information, issues and situations including Safeguarding and issues in relation to the assessment and of other integrated health and social care protocols

1. **Practical Assistance**
   1. Act as a point of contact to general public, customers and conduct an initial assessment of requirements to determine any immediate risks or those which could develop and ensure the customer is connected to the appropriate service or health and social care professional
   2. Gather, collate and input relevant information in relation to a case to ensure the right outcome for the customer is achieved
   3. Assess and co-ordinate how to maximise the independence and functional ability of customers to ensure they are connected to practitioners/ services that are able to meet their needs
   4. Determine any immediate risks or those which could potentially develop if a response is not provided to meet the customer’s needs.
   5. Provide advice and support to Health and social Care Practitioners to guide them through ta complex system, to ensure the customer receives the right support
   6. Ensure the customer receives the appropriate health and medical care
   7. Attend a range of planning meetings in order to meet customers’ individual requirements and to manage demand and expectations
   8. Carry out regular customer reviews including, where appropriate, attending case conferences, and MDTs.
   9. Mentor or support junior colleagues including supporting the in house induction process for new colleagues
   10. Carry out weekly/monthly audits and checks, in line with current legislation and company requirements, to ensure that the service meets all health, safety and social care standards.
2. **Personal Assistance**
   1. If required assess, coordinate and provide the delivery of appropriate personal care, which respects the privacy and dignity of the person, for people with a wide range of illnesses and disabilities, when required. For example:

* To assist customers with getting up in the morning, dressing, undressing, washing, bathing, shaving, eating and drinking and using the toilet.
* To help customers with mobility problems and other physical disabilities, including continence management and help in the use- and care of aids and personal equipment.
* To help care for/support customers who are at the end of their life.

* 1. Safeguard people’s human rights at all times and ensure that the care and support provided, protects people and ensures their safety and well-being.
  2. Work as part of a team, to provide practical, emotional and flexible care and support, geared to the needs and goals of the individual, and lead on the development of an appropriate Care Plan.
  3. Develop and record Risk Assessments for individual customers to provide them with opportunities to lead as independent a life as possible within their local community.
  4. Work with other professionals to ensure the health, safety and comfort of customers and to maximise their potential to be independent. For example: physiotherapy, occupational therapy, psychology
  5. Respect people’s culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered. For example: Menu planning and food preparation, personal care routines and religious practices.

1. **Assessment**
   1. Carry out assessments so the customers initial needs are identified
   2. Lead on the development of Care Plans, evaluate and provide feedback on their effectiveness to ensure care is delivered to required quality, safety and hygiene standard
   3. Monitor the health and social well-being of customers, recording and reporting any changes and revise support plans as required.
   4. Support Care plan reviews, discussions and care plan meetings to ensure risks to customers and employee’s health, wellbeing and safety are reduced.
   5. Deal with immediate emergency situations in accordance with prescribed procedures
   6. Provide a point of contact to customers and their family to assist them in making choices regarding their needs and outcomes
2. **Records and Reports**
   1. Respect people’s right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
   2. Act as a point of contact to ensure the customers’ needs are assessed to ensure any immediate risks or those which could potentially developed recorded
   3. Take a lead in recording in files and other records, and ensure they are all accurate, legible, complete and up to date. For example:

* Writing up minutes of meetings
* Daily records
* Diary entries
* Care plans
* Date input
  1. Comply with data protection principles and respect the privacy of personal and customer information.
  2. Support people’s right to complain and advocate on their behalf when appropriate. To be part of investigating complaints and working with customers and families in responding to complaints.
  3. Ensure Customer information is protected and remains up to date.
  4. Contribute to Team Planning

1. **Professional Contacts and Relationships**
   1. Establish and maintain the trust and confidence of customers, their family and carers.
   2. Work as part of a team, within a multi-agency framework, to ensure that the aims and objectives of the service and the needs of the customer are identified, assessed and met.
   3. Participate in partnership work with other professionals including attendance at multi-disciplinary meetings.
   4. Work independently and be able to make sound judgements in relation to emergency situations and customer requirements.
   5. Assist the manager of the service in terms of Team working and planning , ensuring tasks are carried out accurately and efficiently, interventions are appropriately conducted and with the development of colleagues
   6. Provide excellent professional response to a wide range of query’s, referrals or demands
2. **Working Environment Context**
   1. Work flexibly on a rota basis, including weekends, bank holidays, night shift waking nights and sleep-ins.
   2. Work flexibly across all service areas, and in all geographical locations.
   3. Have regard for the health, safety and security of the workplace, yourself and others in accordance with legislation and SCAS policies and procedures.
   4. Drive SCAS transport when deemed competent to do so (if service requirement).
   5. Be able to carry out routine vehicle checks, including cleaning, and report faults and accidents to line manager in line with SCAS policy and procedures.
3. **Professional Context**
   1. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning, training.
   2. Keep up to date with knowledge, skills, innovation and developments in service provision and use in your work with people.
   3. Honour and meet work commitments.
   4. Act in a professional manner, in line with SCAS policies, procedures, it’s commitment to equality and sound value base of social care principles.

For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

1. **Other duties**
   1. The post holder is expected to be flexible in order to if required:

* Work in any service across Sunderland Care and Support
* Cover all hours as services develop e.g. Weekends, evenings, sleep-ins, waking nights
* To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the service and customers.
* Work in either the community or a building based service.
* Provide appropriate support and carry out other tasks and duties in line with their job descriptions.
* Attend regular team meetings, training and other learning opportunities supervision and appraisal sessions.

**Duties and responsibilities of the Role**

This Job Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the job description and key tasks may be changed after consultation with the post holder at any time.