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**Job Description**

**Job Title:** – **Customer Care Coordinator (Level 1)**

**Company Role Profile: - PC2**

**Grade: - 3**

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

**Purpose of Role**

To provide and promote person-centred care and support to vulnerable customers including people who have a range of mental health needs, learning and physical disabilities, behaviour which might challenge and require differing levels of support; to meet a range of social and health needs.

To work effectively as part of a team, within a multi-agency framework, providing care and support to enable people to achieve their maximum level of independence through appropriate physical, emotional and psychological support including: intimate personal care, support with basic health needs, practical tasks, appropriate communication and community involvement.

To assess, coordinate, and provide personal or practical interventions to a range of vulnerable people and individual customer’s care plans, including liaising with families and health and social care professionals.

**Mission Statement**

‘To *be a trusted provider in the delivering of high quality customer focused social and health care services’*

**Sunderland Care and Support Core Values**

**Primary Value**

The needs of the Customer come first

**Core Values**

* **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
* **Excellenc**e- Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork**- Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work**- Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the care and support they provide in the job role wherever it takes place:

* **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
* **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
* **Competence** - Means all employees must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.
* **Communication** - Central to successful caring relationships and to effective team working. Listening is as important is the key to a good workplace with benefits for those in our care and employees alike.
* **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
* **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company’s mission statement and value a reality for all

The post holder will commit to the vision, core values and objectives of Sunderland Care and Support

**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. **Practical Assistance**
   1. Provide an environment and ensure care practices that encourage people to be independent and to exercise choice and control over the support they receive.
   2. Organise or provide personal care or social care and to ensure customers can communicate in their preferred way. For example:

* Communication passport,
* Makaton,
* BSL sign language,
* Accessible information.
  1. Assess and co-ordinate how to maximise the independence and functional ability of customers to enhance their quality of life, and develop and maintain life skills. For example:
* Encourage customers to participate in a program of recreational and social activities.
* Assist and support customers in maintaining links with their friends and other groups in the community.
* Support customers, where appropriate, on outings including accompanying to hospital for appointments at times when emergency hospital treatment is required
* Travel training for customers
* Demonstrating/coaching and communicating any additional aids. E.g. cutlery/crockery to assist eating and drinking.
  1. Encourage and support community involvement, ensuring people gain fair access and maximum benefit from all available services, community facilities and resources.
  2. Assess co-ordinate and provide support to customers with household and domestic tasks, e.g. laundry, shopping, cleaning, and support customers with financial transactions such as paying bills, to manage their finances and personal affects.
  3. Provide assistance and support with household and domestic tasks, e.g. laundry, shopping, cleaning, and support customers with financial transactions such as paying bills, to manage their finances and personal affects.
  4. Carry out regular customer reviews including, where appropriate, attending case conferences, and MDTs.
  5. Mentor or support junior colleagues including supporting the in house induction process for new colleagues
  6. 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. For example:
* Water temperature
* Fire safety
* Medication
* Financial
* Care plans
* Customer surveys and feedback

1. **Personal Assistance**
   1. 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, as identified within their Care Plan.
  3. Contribute to the development of a customer care plan, ensuring regular reviews are undertaken
  4. 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.
  5. Support customers with the administration of their medication in line with SCAS policy and procedures and ensure all members of the team are following medication guidance.
  6. Assess, coordinate and provide personal care to prescribed quality, safety and hygiene standards to meet demands of daily living in line with the care plan, following guidance and training. For example:
* Peg feed,
* stoma care,
* catheter care,
* simple dressing
  1. Use and operate a range of tools and equipment associated with the provision of care and support to vulnerable customers. For example:
* hoist,
* bath aids,
* wheelchairs
  1. 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
  2. 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’ needs are identified and met
   2. Support 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. Use a degree of discretion and judgement when dealing with customer requirements
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
  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 and Care and Support Plans remain up to date, customers’ needs are reviewed and managed on an on-going basis and that customers receive an integrated service

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 support 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. Take lead responsibility for an area of health, safety or social care practice to ensure the service is compliant with legislation and regulatory bodies, and colleagues understand best practice. For example:

* Financial checks, audits and procedures
* Health and safety checks – ie vehicle checks
* Alternative methods of communication
* Medication checks, audits and procedures
* Care plan audit and reviews
  1. Involve customers, their family and carers to regularly review individual Care Plans so that improvements can be made and people continue to be supported appropriately and in line with their changing needs. Ensure any improvements are implemented.
  2. Involve customers, their family and carers to review the service so that SCAS can continue to meet customer demand, provide excellent care and embrace innovation and change.

1. **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.
2. **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:

* 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 role description and key tasks may be changed after consultation with the post holder at any time.