



BEACON

Wolverhampton Road East, Sedgley, WV4 6AZ

Job Title:	Care Coordinator
Salary:	£18,000 - £23,000
Responsible to:	Registered Care Manager
Responsible for:	Community and residential care staff
Location:	Beacon Centre, Stourbridge Centre and across the charity's geographic operating footprint
Hours of Work:	37.5 hours per week. Flexible working will be required

Overview

Beacon was established in 1875 with its charitable aim: ***To promote the relief of visually impaired persons***

Working with its stakeholders, Beacon has developed Ambition 2025 as its long-term Vision, the strategic objectives are:

1. Ensure core products and services stay relevant and respond to changing needs and demands.
2. Maximise the opportunities afforded by technology developments.
3. Grow the business in terms of turnover, products and services and operating area.
4. Resilience and strengthen the income base.
5. Raise the profile of the issue (sight loss) and its impact on society.

As a member of the Health & Wellbeing Care team you will play a key role in the delivery of Beacon's Health & Wellbeing Care Services. You will coordinate services that are developed and delivered to the vision and values of the charity, and opportunities are presented, in-light of the charity's Ambition 2025 strategy and direction.

Your major areas of operation will be to provide a comprehensive consistent care call scheduling and administration service to enable the Registered Care Manager and Field Supervisor to deliver a high-quality care service.

Main responsibilities of the role

1. To ensure there are always appropriately trained and assigned carers for each call, through managing rotas, annual leave and call schedules and when required undertaking emergency care calls.

2. To support the Field Supervisor in team recruitment and to plan and organise induction, training, coaching and shadowing for new team members.
3. To provide support for the Field Supervisor and input into staff supervision meetings and appraisals.
4. To ensure there are accurate HR records in place for all staff and volunteers in the care team held within the relevant Beacon systems, which inform recruitment and training requirements.
5. To ensure that all carer and customer records are up to date and held within the relevant Beacon systems.
6. To ensure there is continuity of care and support, through allocation of carers and providing accurate and timely information to staff and clients.
7. Liaise with customers, families and carers as well as commissioners, health professionals and regulators as required.
8. To ensure that all customer related enquiries, complaints and concerns are handled in a timely manner and recorded appropriately.
9. In collaboration with colleagues to ensure there are robust business continuity measures in place.
10. To ensure that health and safety regulations are maintained and observed at all times, producing risk assessments and documentation as required.
11. To undertake on-call duties on a rota basis.
12. In conjunction with the Registered Care Manager and other colleagues grow and develop the care service.
13. To liaise with the wider Health & Wellbeing team on the development of services and activities.

Experience and Knowledge

Essential

- Experience of working with people with disabilities.
- Experience of developing, planning and delivering care services.
- Experience of assessing client's needs and effectively monitoring progress and measuring outcomes.
- Experience of managing dispersed staff.
- Experience of working collaboratively with internal and external stakeholders.
- Excellent administrative skills.
- Knowledge of using Microsoft Office and bespoke IT systems.
- Experience of working with sensitive information in accordance with Data Protection Act/GDPR.
- Possession of a valid driving licence, own transport and prepared to use and insure this for work purposes.
- Ability to work under pressure and to adapt and change services efficiently.
- Educated to NVQ Level 2 Health and Social Care standard or equivalent.
- Able to meet an enhanced DBS check.

Desirable

- Experience of working with people impacted by sight loss.
- Care certificate.
- Health and Social Care mandatory training.