

# Team Planner

## Job Description and Person Specification

VERSION	3	NO OF PAGES	3 (inc this one)
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# FORM – Team Planner Job Description and Person Specification

## Job Purpose

To be responsible for the overall day to day running of the domiciliary care service for a dedicated geographical area, including acceptance of new care referrals.

## Accountabilities

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| <ul style="list-style-type: none"><li>▪ Liaising with and providing support to all care staff and service users and their families</li><li>▪ To liaise with partner agencies and members of the multi disciplinary team involved with the service user to ensure the provision of integrated and safe services</li><li>▪ Liaising with the Compliance Department to accept new referrals and ensuring these are referred on for risk and needs assessment</li><li>▪ To liaise with community based staff on a daily basis to ensure the provision of safe and timely services for Carewatch service users and to support staff in the field</li><li>▪ To support successful operation of quality control systems</li><li>▪ To ensure all health and safety requirements are adhered to and met</li><li>▪ To ensure implementation of Carewatch complaints procedure and respond to concerns and complaints effectively and report to the operations manager</li><li>▪ Assigning care staff to service users on a permanent basis</li><li>▪ Ensuring that holiday/sickness/absence and emergency calls are assigned</li><li>▪ Responsible for all relevant data input on the Carewatch roster system regarding service user and staff information ensuring all records are up to date and accurate</li><li>▪ Maintaining journal entries for all service user/staff activities</li><li>▪ Reporting any compliments or complaints to the Deputy Manager Compliance and assisting in investigations</li></ul> | <ul style="list-style-type: none"><li>▪ To be aware of the need to protect service users from abuse and reporting any suspected or alleged safeguarding incidents to Deputy Manager Compliance and assisting in investigations</li><li>▪ Reporting any serious staff concerns to the Deputy Manager Operations and assisting in investigations</li><li>▪ Reporting any incidents or accidents to the Deputy Manager Operations and assisting in investigations</li><li>▪ To provide meaningful supervision and appraisal for all care staff in the dedicated geographical area</li><li>▪ To maintain effective assessment and review procedures</li><li>▪ To liaise with the recruitment and training team to identify future needs</li><li>▪ To liaise with the training team to ensure needs of all staff are met effectively and identify on-going training needs</li><li>▪ Liaising with staff on pay issues</li><li>▪ Managing and organising a dedicated on call service for the relevant geographical area and liaising with the Deputy Manager Operations to ensure the on call service is adequately staffed and providing back up where necessary</li><li>▪ Being available to carry out care visits as and when the need arises</li><li>▪ Attending regular training updates as requested and having a responsible approach to continual professional development</li><li>▪ Prepare reports as required and to undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the level of responsibility of this job.</li></ul> |
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Person Specification			
<p>Ability to maintain continuity of care and support to service users, ensuring the efficiency and reliability of all visits. Supporting a dedicated team of care staff and managing and maintaining a dedicated geographic area on call service including all bank holidays.</p>		<p><b>Function:</b> Support/Care</p> <p><b>Location:</b> Office Based</p> <p><b>Reports to:</b> Registered Manager</p> <p><b>Direct Reports:</b> Deputy Manager Operations</p> <p><b>Criminal Record Check status:</b> Enhanced DBS Check</p>	
<p><b>Essential Skills</b></p> <ul style="list-style-type: none"> <li>▪ Good Standard of Education</li> <li>▪ Good literacy and numeracy skills</li> <li>▪ Willing to work towards QCF3</li> <li>▪ Understanding of service provision in the care sector, carer and service user matching and developing sustainable rotas</li> <li>▪ General office administrative duties</li> <li>▪ Good IT skills</li> <li>▪ Working knowledge of the Domiciliary Care industry and surrounding regulations and legislation</li> <li>▪ Process and procedure driven</li> <li>▪ Excellent communication skills</li> <li>▪ Good planning and organisational skills</li> <li>▪ Understanding and commitment to empowering service users</li> </ul> <p><b>Desirable Skills   Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ NVQ/QCF3 qualified Health and Social Care</li> <li>▪ Understanding of regulatory body (CQC) functions and requirements</li> <li>▪ Working knowledge of safeguarding procedures</li> <li>▪ Commitment to own professional and personal development</li> </ul>		<p><b>Behavioural Competencies</b></p> <ul style="list-style-type: none"> <li>▪ Able to work on own initiative and as part of a team</li> <li>▪ Ability to support and supervise and motivate staff within the team</li> <li>▪ Ability to cope with pressure</li> <li>▪ Ability to cope with change</li> <li>▪ Quality Focused</li> <li>▪ People Skills</li> <li>▪ Understanding the need for accountability</li> </ul> <p><b>Suggested Performance Measures</b></p> <ul style="list-style-type: none"> <li>▪ Timekeeping and Punctuality</li> <li>▪ Work Attendance</li> </ul> <p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>• This post is subject to an enhanced DBS check</li> </ul>	