

JOB DESCRIPTION

Post: Care Scheduler

Location: Magdalen Square

Accountable to: Lead Care Coordinator

Direct reports: n/a

WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other;
 - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other;
 - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service;
 - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
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JOB PURPOSE

To contribute to the delivery of an integrated, multi-disciplinary service which operates within the community, promoting independence and choice for service users; directly supporting them to work towards outcome focussed goals.

A key role of the Reablement /Rapid Response Care Scheduler is to input and maintain the Electronic Call Monitoring System. The post-holder will also act as a point of contact for staff, service users, families and other professionals, reporting any changes in service user circumstances or concerns about their welfare.

MAIN DUTIES

1. Ensure that the Electronic Monitoring System is maintained to monitor service delivery and record the progress of service users against their support plan and agreed outcomes.
2. Be involved in the allocation of Reablement and Rapid Response Workers to service users ensuring service user choice is met, and that adjustments are made following the Functional Assessment or interim reviews.
3. Alert the Lead Coordinator to any issues relating to referrals.

4. Through liaison with the Lead Co-ordinator and Reablement and Rapid Response Workers, monitor and report changes in service user's situation or needs which may require amendments to support with particular regard to health and safety or safeguarding.
5. Act as an initial point of contact for staff, service users, families and professionals to report any areas of concern or significant changes in the health, social or environmental circumstances of service users and communicate the relevant information to the Reablement and Rapid Response Management Team and/or other relevant professionals as appropriate.
6. Adhere to Company policies and procedures in all aspects of service delivery.
7. Contribute to the maintenance of effective, timely and appropriate records and information when required.
8. Undertake appropriate training as directed and participate in regular supervision sessions and team meetings.
9. The Care Scheduler may be expected to undertake Reablement or Rapid Response Worker duties in exceptional circumstances, to meet service requirements.
10. To undertake any other duties, appropriate to the work and grade of the post, as may be directed from time to time in order to meet the exigencies of the service.

SPECIAL CONDITIONS

The Reablement and Rapid Response Service is operational 365 days a year, including weekends, public holidays, statutory days and concessionary days. The appointed person's individual hours of duty will be based on the needs of service users. The appointed person will not usually be required to work more than 5 out of every 7 days, but may be required to work 'out of hours' as and when necessary.

Lone working will apply.

Must be able to fulfil the travel requirements for this post.

TRAINING AND DEVELOPMENT

A commitment to personal development and skills acquisition is essential to ensure the team can deliver a modern person centred quality service.

All mandatory training must be completed.

OTHER

There is an expectation placed on all employees to achieve the appropriate level of vocational qualification at the first possible opportunity.

GENERAL

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Undertake and participate in training, coaching and development activities as appropriate.

An Enhanced DBS Check is required.

Date: October 2019

