



CCS

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CCS - Community Council for Somerset

Care Coordinator

Job Description & Person Specification



somerset **village** &
community agents

part of CCS



Care Coordinator

Salary	£22,408 per annum
Hours	35 hours per week. Some evening and weekend work may be required.
Location	Home-based. Occasional attendance at meetings across the county.
Contract Length	Initial 1 year contract. Possible extension subject to funding
Holiday	25 days per year plus bank holidays (pro rata)
Reports to	Hospital Team Locality Manager

Job Role

To provide support for the Home First Community Agent team, coordinating packages of care or Micro-Provider support to enable individuals to be discharged from Musgrove Park and Yeovil District hospitals.

Key Tasks

- For the care coordinator to complete referrals that request a care element, package of care or Micro-Provider support in clients homes to enable a robust discharge pathway from hospital.
- Take referrals from SPOC (Single Point of Contact) team for agreed discharge pathways and partners within the hospital team and intermediate care team.
- To coordinate care countywide for all requests to support various financial criteria.
- To liaise with Micro-Provider networks, using the networking tool and collaborate with care providers county wide including self-employed carers and agencies.
- To give advice and information to clients, agents, and professionals re care and support.
- To broker packages of care and domestic support.

Key Tasks Continued..

- To be an integral part of the team and take referrals from internal agents on care coordination.
- To be part of the SPOC triage rota within the hospital team.
- Promote and raise the profile of the role with care providers (attending and delivering community connect events, hosting Talking Cafes and live Facebook events).
- Develop effective working relationships with all partners and stakeholders including relevant CCS employees.
- Effectively promote the Village, Community and Somerset Carers services and become a trusted point of contact.

Targets

- To take responsibility for your own time management and administration
- To report regularly to the Hospital Liaison Team Manager
- To attend relevant Agent progress meetings and training
- To take part in training that is relevant and appropriate to the post as approved by your line manager
- To complete weekly timesheets
- To undergo an annual appraisal and regular supervisory sessions
- To maintain client database and reporting mechanisms
- To follow all organisational instructions, rules, policies and procedures

Personal Skills

	Essential	Desirable
Education, Qualifications & Training	<ul style="list-style-type: none">• 5 GCSE's or equivalent, to include English and Maths (A*- C grade)	<ul style="list-style-type: none">• NVQ Level 3 (Health and Social Care) or equivalent• Registration with a relevant health and social care professional body
Knowledge, experience and skills	<ul style="list-style-type: none">• Good level of IT skills with experience of databases.• Working with clients to find person-centred solutions.• Working in or with the voluntary sector with vulnerable people.• Providing information to members of the public and professionals using telephone and active listening techniques.• Working effectively with people who may be confused, distressed, angry etc.• Local Community Awareness.• Excellent call handling skills with a patient and understanding manner.• Confident engaging with Health & Social care professionals in multi-disciplinary setting.• Effective reporting and written communication skills.	<ul style="list-style-type: none">• Adult safeguarding.• Public speaking.• Presentation skills.• Experience of working in a multi-disciplinary setting.• Experience of rural issues.

Personal Skills continued ...

	Essential
Personal Qualities	<ul style="list-style-type: none">• Ability to deal with challenging behaviour.• Use of initiative/self-motivated.• Lateral thinker, who can provide creative solutions.• Non-judgmental.• Thorough with attention to detail.• Work confidently remotely• Problem solver, pragmatic and resilient.• Positive outlook.• Able to maintain confidentiality.• Flexible and adaptable.• Work in a team and network with partners.• Initiative to develop the role.• Willingness to participate in training and acquire new skills.• Effectively manage your own workload and identify priorities.
Other	<ul style="list-style-type: none">• Access to a reliable broadband connection• Full current driving licence• Access to a reliable car insured for business purposes• Enhanced DBS check will be conducted

For further information:

Email:

recruitment@somersetccc.org.uk

Call us

01823 331 222

Visit our websites

For information about our projects

Community Council for Somerset

www.ccslovesomerset.org

Somerset Carers - a resource for Unpaid Carers

www.somersetcarers.org

Village & Community Agent dedicated website

www.somersetagents.org



[CCS Disability Confident Certificate](#)



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