McCARTHY STONE
Life, well lived

Job Description

Care Coordinator

Department	Reports To	Work Location
Care	Head of Performance	Remote (allocated patch)

Purpose

McCarthy Stone has a first- class reputation for building high-quality retirement living, alongside delivering property, lifestyle and domiciliary care management services. We pride ourselves on high levels of customer advocacy and satisfaction and strive to be a care and lifestyle service provider of choice. The organization is looking to further develop our care service provision and to support nationwide growth and future business direction.

This role will be accountable to the Head of Care Performance for managing the efficient and effective performance of all aspects of Care at our Retirement Living Plus (RLP) developments. This role is pivotal to transforming our care and lifestyle business, ensuring we have the 'right to grow' these services, through provision of robust processes, polies and the enablement of our front-line teams providing services for our customers.

Key Responsibilities

- Manage the frontline team of Registered Estate Managers within the area and to support the delivery and growth of the care and lifestyle provision at Retirement Living Plus (RLP) developments and into Retirement Living (RL) development in line with commercial growth targets across the area of appointment.
- Ensure 'brilliant basics' in the set up and running of services, a drive for a customer centric performance culture and effective work force planning.
- Ensure staffing models are achieved to provide 'fit for growth' approach at all times.
- Identify developments of concern in relation to care compliance in line with regulations for CQC (equivalent standards in Wales and Scotland), poor performance i.e. staffing concerns, poor roster management etc... . Working in collaboration to create action plans and identifying additional support that may be required to achieve turnaround necessary for service improvement. Where required provide intensive support should a development be identified for improvement.
- Conduct quality reviews on a sample basis of core documents i.e. ability profiles, care plan, risk assessments, effective rostering/work scheduling and effective work force planning.
- When reviewing documentation ensure focus is assessing the quality of the written work which includes person centred approach, upholds an individual's dignity and respect, and demonstrates that choice is always offered. The review will also assess how the team is working towards outcomes/goals for individuals.
- Prepare our customer facing colleagues within the developments for regulatory inspections and monitoring calls, providing learning from recent inspections. Support with factual accuracy responses to regulatory inspection reports and challenging regulatory sanctions.
- Oversee the monitoring of compliance within standard and mandatory training. Ensuring that our care and support teams have a good understanding of the principles of the Mental Capacity Act, Best Interests and Liberty Safeguards and training is reflective of current issues and understanding within the workplace to confirm compliance and competency across the workforce, highlighting areas of concern to the Care senior team.

- Liaise with the relevant colleagues to support a positive learning environment to enhance practice. whilst equipping customer facing colleagues to feel empowered to manage the performance on developments.
- Identify specialist training needs associated with the focus of regulators e.g. working with complex conditions, nutrition, specialist tasks for Registered Estates Managers, Registered Care Managers, Duty Managers and care and support teams, to ensure staff are trained and competent to undertake associated tasks.
- Support developments to achieve a CQC rating of 'Good' or 'Outstanding' (or equivalent in Scotland and Wales. Encouraging positive relationships with CQC, health bodies and local authorities.
- Lead on educating customer facing teams on innovative practice which maximizes individuals' independence.
- Identify key topics for discussions and organise and facilitate peer support groups and care and support forums for Registered Estates Managers and Registered Care Managers in line with good practice.
- Work with the wider Care team to ensure all policy, procedures, SOPs & guidance are embedded with the development teams.
- Support the implementation of new systems in areas such as digital technology, electronic systems and developing an outcome-based approach to care provision.
- Support initiatives to promote McCarthy Stone as a 'provider of choice'.

Key Stakeholders

- Divisional Directors
- Operations Managers
- Registered Estate Managers
- Customer facing colleagues
- Commissioning and Induction team
- HR
- Finance BP
- Customer Relations
- Property Operations including Customer Services teams.
- Transformation team
- Commercial Contracts team
- Food and Beverage team
- Health, Safety & Environment Team
- Contracts and Site Managers
- Area Sales Manager
- Resales Team
- Marketing
- IT

Education and Qualifications

- RQF Level 5 or equivalent in Health and Social Care.
- Held manager registration with CQC or can demonstrate lead at CQC inspection to a minimum rated standard of Good.
- Evidence of commitment to continuous professional development.

Knowledge & Experience

- Demonstrate deep-rooted knowledge of both care compliance, care delivery, care coordination, care management system user/reporting.

- Commercial acumen and proven ability growing care services.
- Committed to safeguarding and promoting the welfare of vulnerable adults and older people.
- Detailed knowledge of relevant legislation, best practice guidance and quality standards.
- Must be computer literate with sound knowledge of Microsoft Office, care management system and other software programs.
- Experience in a training, teaching or mentoring within health and social care.
- Lead a CQC rated inspection.
- Committed to championing the role of older people in society and advocacy.
- Tenacious and results driven with strong problem solving and trouble shooting skills.
- Ability to work effectively under pressure and to tight deadlines.
- Demonstrable experience of and commitment to the highest possible standards of service and customer satisfaction.
- Strong understanding of Health and Safety and compliance in general and driving a positive and proactive culture in this regard.
- Able to work under pressure, flexible and able to adapt to changes quickly and keep a clear mind.
- Able to provide direct support in a crisis situation.
- Ability to use own initiative and think outside the box.
- Professional and approachable
- Team player.
- Exceptional level of attention to detail and accuracy
- Resilient and able to cope with competing priorities and work demands.
- Can do approach.
- Able to forge positive working relationships with internal and external contacts.
- Demonstrable ability to influence colleagues.

Skills:

Skills Required (change proficiency as required and add rows if needed)	**Proficiency Level Required (select drop down)**
Care Compliance, Delivery and Coordination	Expert (has expert knowledge and experience in this area)
Care Management System User / Reporting	Expert (has expert knowledge and experience in this area)
Time Management and Organisation	Expert (has expert knowledge and experience in this area)

Health and Safety:

As Line Manager your Health and Safety responsibilities in relation to you and staff under your control are to:

- Take reasonable care of your/ their own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and

Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate