

# Day and Nightcare Assistance

9 Hollow Way, Cowley Oxford OX4 2NA



## Job description Care coordinator (Oxford)

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**Responsible to** Line manager/management team.

**Basic hours of work** 9.00am-5.00pm Monday-Friday

**Place of work** 9 Hollow Way, Cowley, Oxford, OX4 2NA

### About Day and Nightcare Assistance

Day and Nightcare Assistance was established in 1992 to provide a wide range of Homecare Services to elderly and disabled persons wishing to remain at home. We work closely with Social & Community Services, District Nurses and other Healthcare Professionals in order to provide the best level of service to our clients and their families. At present we have offices based in Oxford, Witney and Wantage and Banbury providing homecare services to both private and Local Authority clients. We pride ourselves on caring for not only our clients but our carers too.

### What we are looking for:

Candidates should have extensive practical background in care in the community, demonstrate excellent people and communication skills both written and verbal as well as being the face of the company: you would be friendly and approachable at all times. The candidate must have good problem solving abilities, be able to evidence great customer service skills and excellent organisational skills too. A hospital discharge coordinator must have NVQ 3 in Health and Social Care or equivalent, have a full UK driving license and live within Oxfordshire.

### Purpose of Job:

- To help organise the complete running of the office in terms of liaison with Clients and Care Workers both in person and via the telephone.
- To complete all administration in line with Day and Nightcare Assistance policies and those of Local Authorities and the CQC.
- To update and maintain records for Care Workers and Clients on hard copy and computer.
- To carry out risk assessments and attend meetings with Clients, Care Managers and other Healthcare Professionals as necessary.
- To co-interview prospective Care Workers and complete necessary documentation.
- To provide out of hours cover on a rota basis.

## Key Tasks and Responsibilities.

The following tasks and responsibilities should be organised in conjunction with the Area Manager and other Care Co-ordinating staff.

### 1) Daily

Answering telephone calls from all levels of person and recording details of calls in message log.  
Dealing with correspondence and drafting letters or reports in response.  
Answering queries from Clients, Care Workers and Care Managers and following up where necessary.  
Sending out brochures and application forms and monitoring progress.  
Planning work for Care Workers and dealing with emergency bookings.  
Ensure that all meetings and appointments are written in desk diary and check daily to ensure all official appointments are kept.  
Complete documentation as necessary for new clients, former clients and Care Workers.  
Ensure that the ETMS system is checked regularly throughout the day and that the previous day's information is all correctly recorded and Care Workers are contacted to record any missing information.

### 2) Weekly

All Care Workers work plans to be kept updated and computer files amended as necessary.  
Careplans and communications packs for Clients to be kept up to date and Care Workers checked with to ensure that all Clients have them.  
Client index file kept in order and new cards completed when necessary.  
Check Care Workers timesheets against work plans for inaccuracies.  
Weekly reports to be retrieved from the ETMS system and data recorded on the work rota of the previous week in order to be sent to the finance department for invoice and wages processing.  
Ensure that both Client and Care Worker address lists are kept up to date.  
Absence records for holidays, sickness and cancellations to be completed.  
Hospital / respite log to be kept updated and Clients progress followed and monitored.  
Client variation forms to be photocopied and passed to relevant departments.

### 3) Other

Share responsibility for out of hours mobile phone.  
Ensure that Social & Community Services procedures are adhered to at all times.  
Take on new Care Packages as per the needs of the business.  
Check that all relevant documentation is held in Care Worker Files and chase up missing papers where necessary.  
Carry out risk assessments and complete relevant documentation.  
Ensure that incident and accident reports are completed.  
Attend meetings with other members of staff, Care Managers and Clients as necessary.  
Spot check and monitor Care Workers work identifying training needs if necessary.  
Interview prospective Care Workers and complete paperwork.  
Organise for prospective Care Workers to be shown around by an existing member of staff.

Thank you for your interest in Day and Nightcare Assistance.  
For further information or for an application form, please call 01865 715716,  
email [careers@danacare.co.uk](mailto:careers@danacare.co.uk) or visit [www.danacare.co.uk](http://www.danacare.co.uk) to apply online.  
We look forward to hearing from you.