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| **Role Profile & Person Specification** |
| **Job Title:** | Service Planner |
| **Role Purpose:** | The Service Planner is responsible for the care coordination and rostering of all our services covering the North Somerset area. The Service Planner will make sure that all calls are covered by managing staffs rosters effectively, ensuring continuity and quality of care at all times.  |
| **Company:** | Access Your Care Ltd |
| **Reporting to:** | Registered Manager |
| **Who we are:** **What we do:****Our aim:** | Access Your Care is a Home Support Agency based in Clevedon, North Somerset. We provide a range of support services such as key safe fittings and handyman service as well as providing the Response24 and Carehub services detailed below.Response24 provides dynamic short term domiciliary care services 24 hours a day, 365 days a year. Services are commissioned by North Somerset Council Social Services and North Somerset Clinical Commissioning Group. Response24 also provides a service for North Somerset Councils monitored alarm service, Carelink. The service responds to pendant activations 24 hours a day when local contacts are unable to attend. The service also works closely with North Somerset Community Partnership Rapid Response team assisting them with patients who have fallen or who, during periods of illness, require assistance with personal care to prevent hospital admission.Carehub provides dynamic, premium domiciliary care services 24 hours a day, 365 days a year direct to people in the North Somerset district. The wide range of home care services that Carehub offer are tailored to suit client’s unique needs and ensure they are able to live independently at home with dignity.The Response24 service was formed because we are passionate about enabling people to remain independent in their own homes, offering responsive services which have been shaped by the local community since 2011. Our vision is to continue to develop a number of innovate services offering the reassurance of a timely and proactive response to essential social care needs.  |
|  **Main duties and key responsibilities** |
| **Specific Duties*** Administer planning and rostering of all services (including overnight) provided by Access Your Care allocating Care Assistants with the right skills and experience to deliver the best quality care and support to each of our clients
* To organise any staff sickness including covering calls, establishing when staff will be returning to work and following HR process to report sickness
* Coordinating annual leave including authorising annual leave and arranging cover
* Administer any planning related actions from the morning handover
* Compile, coordinate and monitor client defaults
* Collate and compile 4 weeks rotas ensuring these are available for staff to view where additional cover is needed
* Compile all staff rotas every Monday to include information regarding the on call supervisor and manager
* Support the Operations Director with staff default rotas including change of hours
* Monitor company mileage/spending reports
* To compile reports relating to planning hours, delivery of services, mileage and/or anything more required by the business
* Communicating with Registered Manager re training and covering shifts due to training
* To communicate with the Service Co-ordinator regarding the utilisation of staff downtime in blocks
* To communicate with Service Co-ordinator regarding the ceased process
* To monitor all staff phoning in at the end of their shifts
* To plan efficiently and effectively day to day changes in care and support packages
* Communicating with clients and/or family members, carers, social workers and other appropriate persons to deal with queries, any changes in the service and immediate complaints etc
* Work as part of the out of hours team on a rotational basis, responsible for supporting staff and Carelink
* Collate information on calls received and maintaining detailed and accurate records using the internal IT system (Caras) and also other internal recording methods as specified by the Registered Manager including complaints and compliments.
* Providing Care Assistant cover as required
* To support the Operations Director and Registered Manager/s in carrying out client surveys and monitoring staff performance
* Answer telephone in a friendly and helpful manner before the third ring
* To participate in general operations and administration of the company
* Log information on calls received and maintaining detailed and accurate records using the internal IT system (Caras) and also other internal recording methods as specified by the Registered Manager including complaints and compliments.
* To undertake the duties of the Service Co-ordinator when they are absent from the office
* To undertake other such duties and / or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
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| **Other duties/responsibilities*** To have accurate knowledge of the company including the structure of the organisation and services provided
* To learn company policies and procedures and ensure these are followed continually throughout employment
* To understand and comply with both company and legislative requirements regarding confidentiality and data protection
* To complete all mandatory training, undertake regular updates and maintain awareness of best practice
* Maintain regular, consistent and professional attendance, punctuality and professional appearance and adhere to all company Policies
* To maintain personal and professional development to meet the changing demands of the role. To participate in appropriate training activities and encourage and support staff in their development and training.
* To attend staff meetings as required and attend supervision/annual appraisal meetings with line manager
* To be aware of local and national services and sources of support so that information can be provided to clients upon request
* To represent the company in a professional manner at all times, on the telephone, face to face or in written communication
* To have an understanding of CQC requirements and ensuring that the highest standards of care are maintained at all times
* To ensure the company’s complaint policy and procedures are followed when dealing with any concerns or complaints raised by clients and/or family members
* To undertake health and safety duties commensurate with the post and as detailed in the company’s Health and Safety Policy.
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| **Safeguarding and Safety*** To attend safeguarding training and have knowledge of company and local policies relating to safeguarding
* To have the ability to identify potential or actual abuse, to be able to take appropriate preventative measures and respond to allegations of abuse
* To report any safeguarding concerns, untoward incidents or accidents to your line manager in accordance with company policy
* To identify risk of infection or contamination and alert concerns to your line manager for further assessment
* To ensure equipment is safe and fit for purpose if included in the care plan
* To follow actions identified in risk assessments in accordance with company policies and standard legislative health and safety requirements.
* To undertake health and safety duties commensurate with the post and as detailed in the company’s Health and Safety Policy.
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| **Company Values****Below are our company values that our incorporated into our recruitment process, these are behaviours that are expected from all staff who work at Access Your Care:****Quality of Care** – Treating everyone with dignity and respect, promoting and upholding their rights, privacy, health and wellbeing. Understanding and promoting: equality, diversity and inclusion.**Team Work** - Working effectively with a range of people both inside and outside of the Company ensuring the delivery of safe, high quality care and support; working in a reliable, trustworthy manner, inspiring confidence in others.**Continuous Development** –Identifying and embracing change, readily seeking opportunities to be innovative. Keeping informed regarding Company developments and taking personal responsibility to update own knowledge, skills and experience to improve the quality of care and support provided.**Person Centred** - Listening to and recognising the customers’ perspective and seeking to understand their different needs. Understanding the importance of customer participation and choice, communicating in an effective and empathetic manner.**Integrity** – Honest and open taking responsibility for own actions and ensuring that outcomes are achieved by doing the right thing.**Corporate Behaviours**All staff will commit to:* Act with honesty and integrity at all times
* Demonstrate respect for others and value diversity
* Focus on the customer, at all times
* Make an active contribution to developing the service
* Learn from, and share experience and knowledge
* Keep others informed of issues of importance and relevance
* Consciously review mistakes and successes to improve performance
* Act as ambassadors for the Company
* Use discretion and be aware of issues requiring total customer confidentiality

In addition all managers and supervisors will:* Value and recognise ideas and the contribution of all team members
* Coach individuals and teams to perform to the best of their ability
* Delegate work to develop individuals in their roles and realise their potential
* Give ongoing feedback on performance and effectively manage poor performance
* Provide support and guidance to all team members
* Encourage their team to achieve work/personal life balance

**Key words for Job Descriptions****Administer:** Carry out or regulate operations policies or procedures**Collate:**  Assemble in a proper and appropriate sequence**Compile**: Place information from other documents into a formal order**Coordinate**: Guide, regulate or adjust the inter related and inter independent activities of individuals or functions of a business to attain a common goal**Develop**: To expand or realise the potential of something or bring it to a fuller or better state**Direct**: To personally oversee inspect or guide the work of others with responsibility for ensuring certain standards of performance are met**Evaluates:**  To judge reports, data, plans or performance in relation to established goals policies and standards to compare critically to a standard for suitability**Implement**: To carry out a plan, programme or operation**Instruct**: To impart information systematically **Lead:** To guide or direct others on a course of action or direction without final responsibility for results achieved**Manage**: To guide and coordinate worker activities and organisational policies rules practices methods and statements**Monitor**: To watch observe or check for a specific purpose**Organise**: To take steps to set up a process or procedure**Other words**:CommunicatePlanEvaluateProduce |
| **Person Specification** |
|  | **Essential** | **Desirable** |
| **Qualifications** |
| GCSE in Maths & English grade C or above, or equivalent  |  |   |
| NVQ Level 3 or above in Health & Social Care |  |  |
| **Experience & Knowledge** |
| Demonstrable experience in care sector |  |  |
| Previous experience in similar role including extensive rostering and care coordination experience |  |  |
| Experience working with Microsoft Office or other relevant software systems and maintaining electronic records |  |  |
| Experience using CARAS or other similar database |  |  |
| Understanding of respecting rights, dignity, privacy, equality & diversity |  |  |
| **Skills & Abilities** |
| Excellent communication and interpersonal skills both verbal and in writing |  |  |
| Ability to work as part of a team and work co-operatively with clients and other professionals |  |  |
| Ability to work under pressure, prioritising own workload and meeting deadlines |  |  |
| Excellent organisational and problem solving skills |  |  |
| Possesses excellent attention to detail  |  |  |
| **Personal Qualities** |
| A cooperative responsive customer approach with a positive attitude |  |  |
| Ability to work flexibly to meet the needs of the business |  |  |
| Ability to work on own initiative with minimal supervision |  |  |
| **Additional requirements** |
| Full , valid driving license & access to a suitable vehicle |  |  |
| Satisfactory Disclosure and Barring services clearance |  |  |

I have reviewed this job description and I understand all of the duties and responsibilities assigned to me. I understand that my job description may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

Employee Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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