

Job Description

Job Title	Care & Support Co-Ordinator
Grade	Band D
Reporting To	Team Leader Care Arrangement Team
JD Ref	BUS0024G(C)

Purpose

Procure care packages from contracted providers. Ensure the information is entered onto appropriate information systems of the organisation to enable the package to be brokered and payment made to the provider.

Care Arranging team is part of Adult Social care Division. To work across the wider services supporting, Wirral Borough Council and Community Mental Health Teams in commissioning care and to procure services. To manage the process efficiently and ensure care is commissioned timely and appropriately to contracted providers. Working within the requirements of the Care Act 2014

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Adult Social Care specific duties & responsibilities:

- Manage all elements in the procurement of care packages from contracted providers in line with their service level agreement and in line with personalisation.
- Share the management of demand for care and support on a day to day basis as part of a team.
- Communicate and inform the Team Manager on the current status of the Provider Market.
- Quality assurance of procurement referrals to identify errors inconsistencies or incorrect level of authorisation.
- Provide Support & Guidance in relation to arranging care, to all professionals across Health and Social Care.
- Work effectively as part of the Care Support Co-ordination Team to ensure prompt response and delivery of service for customers.

Communication, Engagement and Training:

- Develop and maintain strong multi agency, voluntary and community networks; facilitating good working relationships to progress and deliver improved outcomes for identified services.
- Work collaboratively with internal and external partners to procure services on behalf of the council and partner agencies within partnership/service level agreements.
- Maintain close working with partner organisations to ensure cross services understanding and make effective use of the total available resources.
- Work collaboratively with health and social care colleagues to ensure effective and timely procurement of services.
- Liaise and negotiate with providers, Social Workers and Health Colleagues to ensure appropriate packages are in place to ensure prompt discharge

Data Analysis and Decision-Making:

- Anticipate and resolve problems as they arise, leading to effective delivery of the service.
- Escalate more complex issues to Team and/or Senior Manager as required, and across other agencies, in a timely and appropriate manner.
- Identify in a timely manner when the market is not able to meet the needs of the services.

Performance Management:

- Support the commissioning of services to meet organisational objectives through procurement of required services.
- Prioritise own workload to meet the needs of the services.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to GCSE level or equivalent (including Maths and English)

Knowledge & Skills

- IT skills and ability to manage systems.
- Ability to analyse, interpret and present statistical information.
- Ability to work to tight deadlines and deliver equitable services across all Providers.
- Ability to be part of a team that will drive service change.
- Comprehensive/proven understanding of the work practices, processes and procedures relevant to the role, able to support others to deliver.
- Ability to influence others based on technical or professional expertise and to build and maintain effective networks and relationships.
- *Desirable- Able to influence based on clear technical knowledge, understanding and information.*



- *Desirable- Able to contribute to plans through understanding of delivery and performance.*
- *Desirable- Ability to articulate required changes in systems, processes and delivery plans, and judged on level of delivery/service for team.*

Experience

Essential

- Experience in a social care provider environment.
- Significant experience of working in a part-professional or professional capacity
- *Desirable- Evidence experience of delivering health and social care services/advice and developing others*

Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

Work in a team that provides a 7 day a week service within the hours of 8am and 8pm.

Health & Safety Considerations:

- Lone working
- Working shifts
- Work with VDUs (Video Display Unit) (>5hrs per week)

**Approved By: Donna Locke, Acting Senior Manager –
Commissioning, Contracts, Quality & System's
Date Of Approval: 19th July 2024**

