



Care Coordinator



JOB ADVERT

Job Title: Care Coordinator

Salary: £26,000 – 28,000 per annum

Hours: 37 hours per week, Monday to Friday core hours (early and late) with participation in the on-call rota and Bank Holidays (on a rota)

Contract: Permanent

Location: Coventry, with travel across Coventry and Warwickshire for service user visits, spot checks and assessments

About Us

Carers Trust Heart of England exists to improve the lives of family carers and the people they care for. We provide information, advice, and a wide range of practical and emotional support to unpaid carers and people with care and support needs. Our work is rooted in compassion, partnership, and a commitment to high-quality, person-centred services.

The Role

The Care Coordinator is responsible for the day-to-day operational coordination of Carers Trust Heart of England's core domiciliary care provision. The postholder ensures that care packages are scheduled reliably, that Care Support Workers are appropriately allocated and supported, and that service users receive consistent, person-centred care that reflects their assessed needs.

This is an operational coordination role at the centre of service delivery. The postholder will use Access Care Planner on a daily basis to build and maintain rotas, monitor visit completion through electronic call monitoring, and update care plans and records. Confidence and accuracy in using the system is essential to the role, as care quality and safety depend on the rota and records being managed correctly.

The postholder will work closely with the Registered Manager on quality assurance, safeguarding and compliance, and will play a key role in identifying and escalating any concerns about service delivery, care worker performance or service user welfare.

What We're Looking For

We're looking for an organised, compassionate and proactive Care Coordinator who is committed to delivering high-quality, person-centred care.

You'll have:

- Experience in domiciliary or community care and coordinating care rotas.
- Strong organisational, accuracy and problem-solving skills.
- A good understanding of safeguarding and person-centred care.
- Confidence using digital care management systems or the ability to learn quickly.
- Level 3 Diploma in Health & Social Care, or willingness to work towards it.
- A full UK driving licence and access to your own vehicle.

You'll be:

- Calm, reliable and able to work well under pressure.
- Driven by strong attention to detail
- Flexible, adaptable and willing to participate in an on-call rota.
- A clear communicator, able to liaise effectively with staff, service users, families and external professionals.

- Professional, discreet and a supportive team player.

Experience with Access Care Planner, CQC-regulated services or a Level 5 qualification would be an advantage.

What We Offer

- Competitive salary of £26,000 - £28,000, dependent on experience
- Starting annual leave entitlement of 25 days, increasing with service to a maximum of 30 days (and Bank Holidays), plus your 'birtholiday'
- Pension contribution scheme
- Benefits platform offering flexible high street savings and discounts on top brands
- Employee Assistance Programme and wellbeing platform
- Ongoing training and development opportunities, including support to work toward a relevant Health and Social Care qualification
- A supportive, values-led organisation that makes a real difference to carers' lives and the people they care for

JOB DESCRIPTION

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Reporting to: Registered Manager

ROLE PURPOSE

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KEY RESPONSIBILITIES

1. Rota and Scheduling Management

- Build, manage and maintain weekly rotas for care and support packages, always ensuring full and appropriate coverage.
- Use Access Care Planner to schedule visits, allocate Care Support Workers and ensure rotas reflect each service user's assessed care plan, including specific timing, duration and task requirements.

- Respond promptly to same-day changes, care worker sickness or absence, service user hospital admission, cancellations, arranging appropriate cover and updating all relevant parties
- Monitor electronic call monitoring (ECM) data through Access Care Planner to identify missed, late or short visits in real time, and take prompt action to investigate and resolve.
- Maintain accurate, up-to-date records for all service users, care workers and visits within Access Care Planner, ensuring data quality supports both day-to-day operations and CQC compliance.

2. Care Planning and Service User Support

- Carry out initial assessments and develop person-centred care plans for new service users, ensuring care plans accurately reflect individual needs, preferences and risks.
- Review and update care plans regularly and whenever a service user's needs change, recording all changes accurately within Access Care Planner.
- Visit service users to review service delivery, address concerns and ensure the quality and consistency of care being provided.
- Attend care plan and review meetings with social workers and other professionals, reporting outcomes accurately to the Registered Manager.
- Respond to service user and family enquiries, complaints and concerns promptly and professionally, escalating to the Registered Manager where appropriate.

3. Care Worker Support and Supervision

- Provide day-to-day operational support and guidance to Care Support Workers, acting as a first point of contact for queries and concerns.
- Carry out spot checks and observation visits on a regular basis, providing feedback to care workers and reporting findings to the Registered Manager.
- Support the induction of new Care Support Workers, including initial shadow shifts and introduction to service users.
- Carry out regular supervision with allocated Care Support Workers, maintaining accurate records.
- Identify training needs among care workers and escalate to the Registered Manager.

4. Quality, Safeguarding and Compliance

- Support the Registered Manager in maintaining service quality and CQC compliance, including accurate record keeping, timely escalation of concerns and contribution to audits.
- Recognise and report any safeguarding concerns immediately to the Registered Manager, in line with the organisation's safeguarding policy.

- Ensure all care delivery and documentation reflects the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the CQC Fundamental Standards.
- Maintain awareness of each service user's individual risk assessment, including lone working considerations, and ensure care workers are briefed accordingly.
- Contribute to the monthly review of missed and late visits, identifying patterns and supporting the Registered Manager in addressing them.

5. On-Call

- Participate in the organisation's on-call rota, providing out-of-hours support to care workers and service users as required.
- Respond to escalations from the on-call Alerts Officer function (where in operation) or directly from care workers and service users during on-call periods.
- Maintain familiarity with the service user caseload to support safe and informed decision-making out of hours.
- Complete on-call records accurately, ensuring any outstanding actions are followed up at the start of the next working day.

6. General

- To uphold and promote the values, aims and objectives of Carers Trust Heart of England in all aspects of the role.
- To comply with the organisation's Code of Conduct, policies and procedures, including those relating to confidentiality, equality and health and safety.
- To maintain confidentiality in accordance with GDPR and the organisation's data protection policy.
- To be flexible in response to the needs of a 7-day care service, including evening and/or weekend working.
- To undertake any other duties appropriate to the grade and responsibilities of the post, following consultation with the postholder
- This job description may be reviewed by agreement to reflect changing organisational needs including any future changes arising from organisational restructure

Key Internal Relationships

- Registered Manager: day-to-day reporting, quality assurance, safeguarding escalation.
- Care Support Workers: rostering, supervision, day-to-day support and spot checks.
- Other Care Coordinator(s): handover, cover arrangements and shared on-call rota where applicable.

- Admin/Finance function: staff records, training matrix and payroll-related queries.

Key External Relationships

- Service users and their families: care plan reviews, ongoing communication, responding to queries and concerns.
- Local authority social work teams: care plan meetings, assessment outcomes, contract monitoring information.
- Other health and social care professionals involved in a service user's care, as required.

Health and Safety

- To operate and maintain safe systems of work in accordance with Carers Trust Heart of England policies, procedures and guidance, training, and associated risk assessments.
- To report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).
- To comply with the Health & Safety at Work Act 1974.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To adhere to all policies and procedures and work within the values and ethos of Carers Trust Heart of England.
- To maintain confidentiality in accordance with GDPR and the organisation's data protection policy.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To comply with the Carers Trust Heart of England Code of Conduct.
- To be flexible in response to the needs of a 7-day care service, including evening and/or weekend working.
- To undertake any other duties that may be considered commensurate with the level of the post.

This job description may be subject to change from time to time, to reflect the changing needs of the organisation, including any future changes arising from organisational restructure

PERSON SPECIFICATION

Essential	Desirable
Knowledge & Skills • Confident and accurate user of digital care management and rostering systems. Ability to use Access Care Planner, or to learn it quickly and competently within the first few weeks of appointment. • Good understanding of safeguarding adults' principles and local referral procedures. • Good understanding of person-centred care planning and risk assessment. • Strong organisational skills, able to manage a busy and changing rota under time pressure. • Clear written and verbal communication skills, including a professional telephone manner. • Ability to make sound, practical decisions under pressure, including during on-call periods.	• Knowledge of CQC Fundamental Standards and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. • Understanding of local authority care commissioning and reporting requirements. • Awareness of dementia and its impact on care delivery.
Experience • Working within a domiciliary or community care setting. • Building and managing care rotas using a digital scheduling or care management system. • Supervising, supporting or providing day-to-day guidance to care staff. • Communicating with service users, families and external professionals such as social workers.	• Direct experience of using Access Care Planner or a similar care management/ECM system. • Conducting care needs assessments and developing person-centred care plans. • Working within a CQC-regulated service. • Supporting older adults or people with long-term care needs specifically.
Qualifications	

• Level 3 Diploma in Health and Social Care, or willingness to work towards this within an agreed timeframe • Enhanced DBS with adults' barred list check or willingness to undertake this during the pre-employment process. • Full UK driving licence and access to own vehicle.	• Level 5 Diploma in Leadership and Management for Adult Care, or working towards. • Care Certificate or equivalent foundation-level care qualification
Personal Attributes • Genuine commitment to delivering high-quality, person-centred care. • Calm, professional and decisive under pressure, including in time-sensitive situations. • Highly organised with strong attention to detail accuracy in rota and record-keeping. • Flexible and adaptable, willing to respond to changing service needs, including evening and/or weekend working and on-call duties. • Discreet and professional in handling confidential information about service users and staff. • Comfortable working independently while also being a reliable and supportive team member.	• Interest in developing toward a more senior coordination or specialist role as the organisation grows.