

## SERVICES FOR INDEPENDENT LIVING

### JOB DESCRIPTION

|             |                                     |
|-------------|-------------------------------------|
| Job Title:  | Homecare Co-ordinator               |
| Reports to: | Homecare Deputy Manager             |
| Location:   | SIL offices                         |
| Hours:      | 37.5 hours per week                 |
| Salary:     | £27,651 per annum (£14.18 per hour) |

Services for Independent Living is a Voluntary Organisation led by disabled people. Our aim is to provide a comprehensive range of services that support people to live independently within their own home and community.

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#### **Position in Organisation**

This is an important role within SIL, reporting directly to Homecare Deputy Manager. The role requires a high degree of flexibility, initiative and the ability to work unsupervised on a day to day basis.

The post holder must show clear commitment to the SIL guiding principles:  
Partnership; Respect; Innovation; Diversity; Equality; Strength based

#### **Principal Accountabilities**

The Homecare Co-ordinator plays a vital role in ensuring the smooth delivery of homecare services. This position combines administrative responsibilities with front line service coordination, requiring flexibility, initiative, and strong organisational skills.

#### **Service Planning & Coordination**

- Create and maintain Support Worker rotas using bespoke rostering software to ensure safe service delivery 365 days a year.
- Review individual support plans for service users.
- Ensure continuity of on-call cover as part of a team.
- Manage annual leave, monitor training audits, and report sickness/absence triggers to the Deputy/Registered Manager.

#### **Staff Supervision & Development**

- Conduct Return to Work interviews for support workers.
- Facilitate support worker induction, training, and ongoing development.

- Supervise support workers through regular supervision meetings, involving service users wherever possible.

### **Administration & Compliance**

- Update and manage databases, prepare end-of-month audits, and ensure compliance with quality assurance standards.
- Manage invoicing.
- Maintain and update Access (bespoke software) records.
- Ensure compliance with data protection and confidentiality requirements.

### **Leadership & On-call support**

- Participate in on-call support, providing advice, guidance, and assistance to support staff during times of crisis or increased demand.

### **Communication & Partnership**

- Act as the first point of contact for Homecare.
- Liaise with health and social care professionals, service users, and families.
- Promote SIL's values and maintain a positive organisational image

### **Working with others**

- Work as part of SIL to provide an efficient and effective service for older vulnerable people and their families

These duties may vary from time to time without alteration to the general character of the post or level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated by the Registered Manager.

## Person Specification

**Job Title:**    Homecare Co-Ordinator

| Criteria                              | Essential                                                                                      | Evidence                    | Desirable                 | Evidence |
|---------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------|---------------------------|----------|
| <b>Aptitudes<br/>&amp;<br/>Skills</b> | Efficient use of time and ability to forward plan                                              | Interview/Test              | Coaching and Mentoring    |          |
|                                       | Ability to communicate effectively verbally and in writing                                     | Application form/Interview  |                           |          |
|                                       | Self motivated, able to use own initiative, problem solve and work collaboratively             | Application form/Interview  |                           |          |
|                                       | Ability to pay attention to detail                                                             | Application form/Interview  |                           |          |
|                                       | Confident approach and able to remain calm under pressure                                      | Application form/Interview  |                           |          |
|                                       | Excellent Customer Service skills including being able to manage potential conflict situations | Application form/Interview  |                           |          |
|                                       | Have a genuine desire to support others.                                                       | Application form/Interview  |                           |          |
|                                       | Be reliable, kind, compassionate and honest                                                    | Application form/Interview  |                           |          |
| <b>Experience</b>                     | Working in the Health and Social Care Sector                                                   | Application form/ Interview | Care and support planning |          |

|                                  |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                             |                                                                                                                          |                                     |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
|                                  | <p>General administration duties</p> <p>Ability to manage own workload and time effectively</p> <p>Delivery of personal care in a community setting</p>                                                                                                                                                                | <p>Application form/<br/>Interview</p> <p>Application form/<br/>Interview</p> <p>Application form/<br/>Interview</p>                                        |                                                                                                                          |                                     |
| <b>Education &amp; Knowledge</b> | <p>GCSE English &amp; Maths, Grade A-C or equivalent</p> <p>Intermediate working knowledge of Microsoft Word, Excel, Outlook, Publisher &amp; file management</p>                                                                                                                                                      | <p>Certificates</p> <p>Certificates</p> <p>Interview</p>                                                                                                    | <p>Knowledge of :<br/>Health &amp; Safety practice/<br/>requirements</p> <p>Level 2 Diploma Health &amp; Social care</p> | <p>Interview</p> <p>Certificate</p> |
| <b>Other</b>                     | <p>Understanding of the importance of being held to account for own performance and behaviour</p> <p>Understanding and maintenance of confidentiality and data protection requirements</p> <p>The post requires a flexible approach</p> <p>Demonstrates respect for all and commitment to equality for opportunity</p> | <p>Application form/<br/>Interview</p> <p>Application form/<br/>Interview</p> <p>Application form/<br/>Interview</p> <p>Application form/<br/>Interview</p> |                                                                                                                          |                                     |

|  |                                                                           |                                |  |  |
|--|---------------------------------------------------------------------------|--------------------------------|--|--|
|  | UK full driving licence and access to own vehicle                         | Application form/<br>Interview |  |  |
|  | Some unsocial hours may required in line on call responsibility           | Interview                      |  |  |
|  | This post is subject to an application the Disclosure and Barring Service |                                |  |  |

| Competence         | Generic Behaviour Indicator                                                                                                                                                                                                          | Evidenced by |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Service User Focus | <ul style="list-style-type: none"> <li>• Understanding of Role Requirements</li> <li>• Providing Person Centred Support</li> <li>• Able to work in Partnership</li> </ul>                                                            | AF/I         |
| Team work          | <ul style="list-style-type: none"> <li>• Able to build strong working relationships with colleagues</li> <li>• Able to build strong working relationship with line manager</li> </ul>                                                | AF/I         |
| Managing Self      | <ul style="list-style-type: none"> <li>• Ability to communicate effectively</li> <li>• Able to take responsibility for own learning and development needs</li> <li>• Personal effectiveness</li> <li>• Has Self-Awareness</li> </ul> | AF/I         |

**Key:** **AF** = Application Form   **T**= Testing   **I**=Interview   **C**=Certificates   **R**=References

