

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Domestic Care Coordinator
Reporting to (Job Title):	Registered Manager
Grade	Band 5 £14.31 per hour from April 2025
Hours of work	Tuesday 09:30-14:30 Wednesday 09:30-14:30 Friday 09:30-14:30
Place of work	William and Patrica Venton Centre, York Road, Northampton NN1 5QJ
Purpose of role	To share in the management the Domestic Care Service on a day-to-day basis. Placing cleaners and clients and working to provide an efficient and responsive service.
Main tasks & responsibilities	<ul style="list-style-type: none"> • Working in conjunction with HR to recruit Domestic Care staff as and when necessary for all areas of the county and to carry out personnel procedures in connection to recruitment and staff management. • With the assistance and support of the Services Promotion Coordinator to be proactive in using diverse methods of attracting staff through the appropriate media. • Working with the support of the Services Promotion Coordinator and other colleagues within the charity to actively promote the service. • To train and induct new staff in the policies and procedures of the charity and the Domestic Care Service. • To place Domestic Care Workers after liaison with clients as well making onward referrals to other services within Age UK Northamptonshire. • To be responsible for all Domestic Care Workers and assisting them with any day-to-day enquiries / issues they may have and refer to the Service Manager as necessary. • Investigating client welfare situations in the event of a 'no-reply' via client/next of kin/hospital liaison. • To manage Domestic Care Workers in all aspects relating to disciplinary meetings, grievance issues. • Recording of Domestic Care Workers holiday entitlement and sickness, arranging cover when necessary. • Assisting Finance Department with any payment and timesheet issues. • Database updating and recording of client/cleaner locations via mapping. • Producing monthly statistics report, entering the appropriate data to achieve this. • To be responsible for formulating and updating policies and procedures on behalf of the service. • To be a supportive member of the Age UK Northamptonshire staff team, and assist colleagues with duties as and when necessary, particularly those in similar service delivery roles.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification:	Essential / Desirable	Assessed by
Competencies:		
Education & Training		
<ul style="list-style-type: none"> • Good standard of general education • Computer literate, competent with word and excel, database entry and keyboard skills • General administrative skills and record keeping skills • Ability to travel independently to locations across the county • 	E E E E	AF AF / I / T AF / I / T AF & I
Previous Experience		
<ul style="list-style-type: none"> • Recruitment and staff management • Induction and staff training • Staff supervision • Appraisals and disciplinary procedures 	D D D D	AF & I AF & I AF & I AF & I
Team Effectiveness		
<ul style="list-style-type: none"> • Good team player • Ability to act upon own initiative, able to work alone and take initiative as the need arises • Ability to liaise with colleagues, other departments, staff and clients • Problem solving and investigative skills 	E E E E	AF & I AF & I AF & I AF & I
Customer Focus		
<ul style="list-style-type: none"> • Empathy with older people 	E	AF & I
Communication		
<ul style="list-style-type: none"> • Good telephone manner • Excellent interpersonal skills with both colleagues and users of the service 	E E	I I
Planning and Organising –		
<ul style="list-style-type: none"> • Good organisational and time management abilities • Ability to adapt to change and adopt to new procedures • Ability to keep calm and level headed in a busy environment 	E E E	AF & I AF & I AF & I
Alignment and Compliance –		
<ul style="list-style-type: none"> • Committed to the work of the charity • Previous experience of working for a charity 	E D	I AF & I
Prepared By: Su Brazell, Service Manager David Haynes & Debbie O’Sullivan, Domestic Care Coordinators	Date: 15.03.2022	
Authorised By: Human Resources	Date: 15.03.2022	