**JOB DESCRIPTION**

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| JOB TITLE:  | Case Manager  |
| LOCATION:  | Age UK Northumberland – Community and Office based  |
| RESPONSIBLE FOR:  | Support Workers  |
| RESPONSIBLE TO:  | Deputy Manager, Registered Manager  |
| SALARY:  | £26,490 per annum (Full time equivalent)  |
| HOURS:  | 37.5 hours per week, business-led with evening and weekend working required  |

# PURPOSE OF THE ROLE

Working within the Home Care Team the Case Manager is a pivotal role directly responsible for the co-ordination and supervision of all Support Workers and taking full accountability for the complete customer care cycle.

Along with the Home Care Management Team they will advance the primary objectives of Home Care Service:

**QUALITY** – To provide the right care (as per CSP1), by the right Support Worker (with the right skills and acceptable to the customer), at the right time – every time.

**AFFORDABILITY** – Matching the Support Worker and the Route to minimize travel time, ensuring the duration of the call matches the scope of work in the CSP1 (not just the time allowed), and promoting prompt and accurate administration to facilitate seamless payroll and invoicing.

**STABILITY** – Promoting stable hours for support workers, a stable set of carers for our customers, stable routes and rotas (once optimized) and ensuring Support Workers consistently deliver against the Quality and Affordability objectives.

**FLEXIBILITY** – within the constraints of the objectives above, promoting a “can do” attitude amongst Support Workers and colleagues alike.

**JOB SPECIFICATION**

1. The Case Manager will ensure that all current and newly referred Customers receive high quality, person-centred care that maximizes satisfaction and is cost effective. They will also ensure care meets AUKN policies and procedures, CQC regulations and contractual requirements.
2. The Case Manager will have strong working relationships with the rest of their team, Customers, their families, other health professionals and Care Management and they will be responsible for ensuring that our Home Care service is efficient, of a high quality and valued by Customers.
3. The Case Manager will work both in the community and from the Ashington office. They will be responsible for planning their diaries to ensure there is adequate staff for the smooth running of the office. They will work as part of a team providing support to Customers and Support Workers at a local level and will play an active role in increasing Age UK Northumberland’s customer base by promoting AUKN’s services.
4. The Case Manager will work to provide first-line leadership to a team of Support Workers. The Case Manager will be heavily involved in the recruitment, training and development of Support Workers, ensuring staff have the relevant knowledge and skills to safely provide the care required of them. Retention of Support Workers should be a priority for the Case Manager in conjunction with the HR team.
5. The Case Manager will be responsible for allocating and scheduling workloads for Support Workers ensuring the effective provision of services to the Customers they are responsible for. They will be responsible for performing spot checks, supervisions and appraisals as well as managing holidays and implementing absence management procedures.
6. They will be involved in organising regular team meetings and will be a source of knowledge for their support staff.
7. The Case Manager will be accountable for ensuring the customers maintain and achieve wellness and autonomy by developing and evaluating robust support plans and risk assessments, performing customers reviews, support plan updates, auditing records, preparing MAR charts and updates to medication profiles for their given customers and the staff providing their care.
8. The Case Manager will ensure that care services are delivered at the correct time and as scoped in the CSP1. They must ensure there are no missed calls and if they are they must work alongside the team to ensure these are fully investigated and outcomes to prevent repeated missed calls actioned.
9. The Case Manager will ensure that the ‘Carefree’ system is consistently and promptly kept up to date with accurate, real-time information and will monitor and report service capacity regularly.
10. The Case Manager will work with the Finance Team to help expedite the timely issue of invoices, payroll and debt collection.
11. They will complete a minimum of 2 x customer Quality visits each year, depending on the customer’s health condition/needs, to ensure customer satisfaction and continuous improvement and ensure any highlighted areas of improvement are acted on promptly and the Registered Manager informed.
12. They will respond to and resolve concerns or issues raised by Customers, their families or Support Workers and will ensure formal concerns are reported to the Senior Team and Registered Manager. The Case Manager will comply with the investigation process when requested.
13. The Case Manager will undertake specialist training, act as an expert in areas of complex care and cascade this knowledge to other members of the team as appropriate.
14. The Case Manager will liaise with District Nurses, Physiotherapists, Occupational Therapists, Dieticians, GP’s, Speech and Language therapists and any other health professional that may be involved in a customer’s care. They will highlight any improvement or deterioration to a customer’s condition to ensure prompt adaptation of their care plan or equipment used and develop meaningful working relationships with these professionals.

**PERSON SPECIFICATION**

The Case Manager will recognize and embody the Values of the organization, which are:

1. **We are Respectful -** We acknowledge and appreciate difference and do not judge where difference exists

1. **We are Empowering** - We support and enable people to take control of their lives and achieve their goals

1. **We promote Equality and Inclusivity -** We provide the opportunity of accessible services so as not to intentionally exclude anyone who needs our support

1. **We have Integrity and are Trustworthy -** We provide a reliable service and always uphold our values

1. **We are Empathetic** - We provide the opportunity for people to be listened to and for their needs to be acknowledged and understood.

**Please note: this job description is subject to regular review and appropriate modification. It is not a contractual document.**

**Employee Signature……………………………………………………….**

**Employee Print………………………………………………………...…..**

**Date……………………………………………………………………………**