

Career Progression Map, TLC Homecare & Town & Local Care

	Care Worker	Care Worker to Assessment & Review Officer	Care Worker to Care Coordinator	Care Coordinator to Deputy Services Manager	Deputy Services Manager to Registered Manager
Duties	Promote independence	Same	Develop & maintain geographically planned runs & allocate calls considering SU requirements/preferences	Maintain a high quality service working in partnership with all parties & deliver safe, personalised services to each SU through assessment, person centred plans & regular reviews of services	Same
	Follow personalised care plans	Conducting thorough outcome based assessments of service user's needs to develop Person Centred Plans	Produce rotas ensuring organisational & legal compliance & have responsibility for the coverage of calls	Ensure the service meets & exceeds legislative & regulatory requirements	Same

	Provide personal care when necessary	Developing Risk Assessments including medication assessments	Accurate record keeping in all areas including systems	Ensure services promote independence, choice & dignity & are structured to provide flexibility, reliability & continuity	Same
	Treat service user with dignity & respect	Same	Liaising with third parties regarding SU needs/changes	Ensure appropriately resourced services are delivered with suitably qualified, skilled & experienced staff alongside ensuring the provision of an effective office & on-call service	Same
	Ensure the protection of service users	Same	Provide full briefings of SU needs/changes	Oversee & ensure the coordination of all services in line with our duty of care	Same
	Ensure confidentiality	Same	Same	Same	Same

	Maintain adequate paperwork	Conduct the assessment & review of new & existing services & maintain adequate paperwork	Support/conduct the assessment & review of new & existing services ensuring full compliance & maintain adequate paperwork	Complete accurate management information of the service including resourcing needs considering capacity for growth	Complete accurate management information of the service including resourcing needs considering capacity for growth & attend SMT meetings
	Report any incidents or concerns	Same	Report any incidents or concerns & complete incident reports/documentation	Report any incidents or concerns & complete incident reports/documentation & ensuring the adherence to these procedures & that all incidents have the appropriate action taken with recommendations being made	Same
	Meal preparation when required	Same	Same	Working knowledge of all policies & procedures & ensure adherence to all. Policy review & the communication of these in line with regulatory & legislative requirements	Same

	Ensure a clean and tidy environment	Same	Same	Identify business development opportunities & quality compliance issues alongside the strategic development & growth of the service & marketing opportunities	Same
		Preparation for reviews & holding telephone reviews	Undertake investigations of incidents, hold counselling & disciplinary hearings when necessary, monitor the performance of workers & arrange supervisions, appraisals & development when necessary	Line manage office based care employees & undertake investigations of incidents for all employees, holding counselling & disciplinary hearings when necessary, monitoring the performance of workers & arranging supervisions, appraisals & development when necessary, ensuring adherence to all KPIs	Same

Qualifications - Also refer to Qualification Grid		Support the coordination team with direct observations	Undertake on call duties on a rota basis	Implement quality assurance programmes through a clear monitoring procedure to ensure all standards are met to allow safe practices in all activities including the resolution of complaints & the evaluation of services	Same
	Undertake training as required	Same	Same	Same	Same
				Proactively manage budgets ensuring efficient use of resources & cost effectiveness	Same
	Level 2 - Diploma in Care	Level 3 - Diploma in Adult Care	Level 3 - Diploma in Adult Care	Level 4 - Diploma in Adult Care	Level 5 - Diploma in Leadership & Management Adult Care
	NVQ Level 2 - Health & Social Care	NVQ Level 3 - Health & Social Care	NVQ Level 3 - Health & Social Care	Same	Same
			NVQ Level 3 - Customer Service	Same	Same

Skills/Abilities required	Must attend 5 day Optimo Care Induction Programme	Same	Same	Same	Same
	Flexible, dependable, confident, friendly, good sense of humour	Same	Same	Same	Same
	Ability to understand & follow instructions & policies	Same	Same	Same	Same
	Able to use initiative	Same	Same	Same	Same
	Communication skills	Same	Same	Same	Same
	Able to work as part of a team	Same	Same	Same	Same
	Common sense	Same	Same	Same	Same
	Good level of literacy	Excellent written & verbal skills	Same	Same	Same
	Desirable - good numeracy skills	Experience of domiciliary care	Experience of domiciliary care	2 years operational experience in health & social care	Same
	Desirable - driver with full licence	Same	Same	Same	Same
		Excellent customer service skills	Same	Same	Same
	PC literate	Same	Same	Same	

	Strong organisational skills	Strong organisational skills & ability to multi-task & prioritise own workload to meet deadlines	Ability to prioritise, multi-task, cope under pressure & deal effectively with crises & emergencies, work on own initiative, have a positive attitude to change & promote equality & diversity	Same
		Ability to take on-call responsibility	Knowledge & understanding of the current legal responsibilities & standards of the service	Same
			Ability to effectively manage the performance of others, promote positive working relationships & motivate others to meet deadlines	Same
			Experience of working/managing a domiciliary service	Same

Optimo Care's Vision – Focussed on the Values for Person Centred and Engagement.