

Career Progression Map, WarrenCare

	Care Worker/ Support Worker	Care/Support Worker to Assessment & Review Officer	Care/Support Worker & Senior Care Worker to Care/Support Coordinator	Support Coordinator to Support Services Team Manager	Care/Support Coordinator & Support Services Team Manager 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	Meet with prospective SUs & their families to discuss services & develop support plans	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/support 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	Conduct assessments to develop a person centred plan & behaviour management plans, identifying risks & recommendations	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	Accurate record keeping in all areas including systems & ensuring compliance through service reviews, assessments & ongoing quality checking in line with	Ensure services promote independence, choice & dignity & are structured to provide flexibility, reliability & continuity	Same

				organisational, legal & regulatory requirements		
Treat service user with dignity & respect	Same	Liaising with third parties regarding SU needs/changes	Work in partnership with third parties, SU & their families & develop positive relationships	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	Coordinate safe, well planned services that are flexible & reliable & ensure continuity for the SU in terms of identifying an appropriately skilled support team & have overall responsibility that all calls are covered	Oversee & ensure the coordination of all services in line with our duty of care	Same	
Ensure confidentiality	Same	Same	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 including information regarding resourcing requirements to ensure sufficient capacity levels	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	Same	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	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	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	Same	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
	Support the coordination team with direct observations	Undertake on call duties on a rota basis	Same	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	Same
				Proactively manage budgets ensuring efficient use of resources & cost effectiveness	Same

Qualifications - Also refer to Qualification Grid	NVQ Level 2 - Health & Social Care	NVQ Level 2 - Customer Service	NVQ Level 3 - Health & Social Care	NVQ Level 3 - Health & Social Care	NVQ Level 4 - Leadership & Management	Same
	Mandatory attendance of 4 day Optimo Care Induction Programme		NVQ Level 3 - Customer Service	Learning disability or young people qualification	A1 Assessors Award	Same
				Social work qualification	Degree/diploma in nursing & registration with the NMC	Same
		6 month Optimo Care Management Development Programme for office employees	Same	Same	Same	Same
Skills/Abilities required	Flexible, dependable, confident, friendly, good sense of humour	Same	Same	Same	Same	Same
	Ability to understand & follow	Same	Same	Same	Same	Same

	instructions & policies					
	Able to use initiative	Same	Same	Same	Same	Same
	Communication skills	Same	Same	Same	Same	Same
	Able to work as part of a team	Same	Same	Same	Same	Same
	Common sense	Same	Same	Same	Same	Same
	Good level of literacy	Excellent written & verbal skills	Same	Same	Same	Same
	Desirable - good numeracy skills	Experience of domiciliary care	Experience of domiciliary care	2 years' experience of delivering services to children & families & adults with learning disabilities or mental health problems with a good understanding of the current regulatory & legislative framework	2 years operational experience in health & social care	Same
	Desirable - driver with full licence	Same	Same	Same	Same	Same
		Excellent customer service skills	Same	Same	Same	Same
		PC literate	Same	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 & work on own initiative	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	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	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.