



Career Progression Map, TLC Rotherham

	Care Worker	Care Worker to Senior Care Worker	Care Worker & Senior Care Worker to Care Coordinator	Care Coordinator to Deputy Services Manager	Deputy Services Manager to Registered Manager
Duties	Promote independence	Support coordinators to deliver safe, well planned services	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	Monitor the quality of the service	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	Accurate record keeping	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	Supporting care workers development through direct observations, supervisions & shadowing	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	Developing Person Centred Plans & Risk Assessments	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	Support 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	Working knowledge of all policies & procedures	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	Identify business development opportunities & quality compliance issues	Same	Identify business development opportunities & quality compliance issues alongside the strategic development & growth of the service & marketing opportunities	Same
		Act up in the absence of a Care Coordinator	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
			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

**Qualifications
- Also refer to
Qualification
Grid**

NVQ Level 2 - Health & Social Care	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	A1 Assessors Award	Same
			Degree/diploma in nursing & registration with the NMC	Same
		Same	Same	Same

**Skills/Abilities
required**

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	Same	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	Driver with full licence	Same	Same	Same
			Same	Same	Same
			Same	Same	Same
			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