

**Job Title:** Mobilisation Complex Care Coordinator

**Location:** Wokingham Head Office  
**Contract Type:** 40 hours, Full-time, Permanent

**About Us**

We are a leading UK-based healthcare provider specialising in complex care services for clients with acquired brain injuries, spinal cord injuries, and other long-term conditions. We work closely with Case Managers, clients, and their families to deliver high-quality, person-centred care in home and community settings.

**Why This Role Matters to Our Clients**

Starting care—especially complex, 24/7 care—is a deeply personal and often emotional journey for our clients and their families. Many have waited weeks or months for help and are feeling vulnerable, anxious, and exhausted. The moment that care begins is not just a logistical event—it’s a turning point in their lives.

The Mobilisation Complex Care Coordinator ensures that this transition is seamless, respectful, and timely. You are not just managing tasks—you’re creating a bridge to safety, dignity, and independence. When we get mobilisation right, everything else has a better chance of success.

**Role Overview**

As Mobilisation Complex Care Coordinator, you will lead the safe, structured, and timely delivery of new complex care packages. This is a role that requires equal parts coordination, compassion, and operational rigour. You’ll manage mobilisation from referral through to steady-state service, acting as the key point of coordination between external professionals (Case Managers, clients, and families) and internal teams (Recruitment, Compliance, Clinical, HR, Operations).

You will also be accountable for building long-term relationships with our key referral partners, ensuring they have confidence in our processes and receive a consistent, communicative experience.

This role is also a vital lever in improving the performance of the business — helping reduce cancelled care, minimise agency use, avoid unnecessary sponsorship top-ups, and accelerate billing readiness. To do this well, you’ll need to keep a close eye on risks, flag blockers early, and ensure our systems and rotas are set up to succeed.

**Key Responsibilities**

**Project Managing Mobilisation**

* Lead the full mobilisation lifecycle for new packages, from referral through to first day of care and handover.
* Create and manage a mobilisation plan for each package, outlining key milestones, dependencies, and timelines.
* Anticipate obstacles early (e.g. staffing, clinical sign-off, training, equipment, family concerns) and escalate as needed.
* Use checklists, systems, and workflow tools to track progress and ensure on-time delivery.

**Stakeholder Engagement & Relationship Building**

* Act as the named point of contact for Case Managers, clients, and families during mobilisation.
* Maintain open, empathetic communication — offering clear updates, setting expectations, and resolving concerns with confidence.
* Build lasting, professional relationships with key referrers and funding bodies to support future continuity and trust.
* Represent the business with warmth, professionalism, and clarity.

**Internal Coordination & Systems Readiness**

* Work collaboratively with internal teams to bring packages to life:
  + Recruitment: to identify and progress carer candidates
  + Compliance: to ensure onboarding blockers are addressed early
  + Training: to arrange client-specific training and readiness
  + Clinical: to match care levels and risk management to staffing
  + HR & Ops: to manage TUPE, rotas, equipment, and logistics
* Ensure all package information in OneTouch is complete, accurate, and up to date at the point of handover.

**Commercial Awareness & Performance Insight**

* Monitor and mitigate mobilisation-related risks that affect commercial performance, including:
  + Cancelled care hours
  + Over-reliance on agency staff
  + Delayed go-lives that affect billing
  + Unplanned sponsorship top-ups
* Report on mobilisation timelines, performance blockers, and handover quality on a regular basis.

**Essential Skills and Experience**

* Proven experience in care coordination, operations, or project delivery in a healthcare or social care setting.
* Strong stakeholder engagement skills, with the ability to build long-term professional relationships.
* Natural empathy and emotional intelligence — you understand the human side of the work.
* Clear communicator with confidence in managing multiple moving parts.
* Familiarity with rota planning, compliance pipelines, training coordination, and mobilisation checklists.
* Comfortable using workflow systems, project tools, or care management platforms (e.g. OneTouch, Teams).

**Desirable**

* Experience in complex care, case manager liaison, or homecare mobilisation
* Understanding of sponsorship rules, TUPE, or medico-legal frameworks

**Key Performance Indicators (KPIs)**

* **Mobilisation Timeliness:** % of packages live within agreed timeframes
* **Rotas Templated:** % of packages with rotas scheduled 2+ weeks in advance
* **Data Readiness:** % of packages with complete OneTouch data at handover
* **Cancelled Care Reduction:** Hours avoided through early intervention
* **Agency Use Reduction:** % drop in agency hours during mobilisation
* **Sponsorship Efficiency:** Fewer unnecessary top-up costs
* **Client/Family Satisfaction (First Month):** >85%
* **Case Manager Satisfaction:** >85%

**Note:** This is a dynamic role in a growing business. Responsibilities may evolve based on organisational needs. The ability to stay flexible, collaborative, and client-centred will be key to your success.