

**Job Title: Senior Care Coordinators – NORTH/SOUTH**
**Reports To:** Head of Operations
**Location:** Wokingham
**Contract:** Full Time / Permanent

**Salary:** £37,000- 40,000 per annum

**Job Summary**

The **Senior Care Coordinator** is a key leadership role within our care coordination function. This position supports the delivery of high-quality, person-centred care by leading and coaching the Care Coordinator team to work efficiently and effectively. Unlike Care Coordinators, this senior role does **not hold responsibility for individual client packages**, allowing full focus on **team leadership, operational efficiency, financial oversight, and continuous improvement**.

This role is central to ensuring smooth operations across all coordination activity, while upholding our organisational values of fairness, inclusion, and exceptional service. The postholder will also take lead responsibility for all finance-related tasks within the team, including resolving payroll and billing queries, improving systems use, and ensuring operational integrity.

**Key Responsibilities**

**Leadership & Team Development**

* Line manage and coach Care Coordinators to ensure delivery of their responsibilities to a high standard.
* Develop individual and team performance through regular 1:1s, team meetings, support plans, and identifying development opportunities.
* Foster a culture of accountability, collaboration, and high standards within the coordination function.
* Provide guidance on complex scheduling, recruitment-matching, or compliance issues.
* Support the onboarding of new Care Coordinators and contribute to their initial training and mentoring.

**Operational and Financial Oversight**

* Lead on resolving **all finance queries** related to coordination activities including timesheets, payroll discrepancies, client billing issues, and rota validations.
* Authorised to use the past events PIN (One Touch) to rectify rota changes and make corrections ensuring accurate pay and billing.
* Drive improvements in **rota efficiency** to ensure packages are financially and logistically sound.
* Monitor trends in rota gaps, cancellations, or inefficiencies and work proactively with the team to address these.
* Ensure smooth mobilisation and handover of new packages into BAU, with clear processes and documentation.
* Maintain oversight of compliance tasks such as daily note reviews, RADAR incident logging, and care tag alignment.
* Support the management and deployment of our workforce including sponsored workers, those awaiting packages, or redeployment.

**Quality, Compliance & Systems**

* Work closely with the Clinical, HR, and Mobilisation teams to uphold standards in care delivery, documentation, and governance.
* Ensure robust coordination across rostering, payroll, billing, and care compliance systems (e.g., One Touch, RADAR).
* Promote best practice and standardisation across your region’s coordination team, identifying and implementing process improvements.
* Ensure safe practices in line with Health & Safety, safeguarding, and CQC compliance.

**Collaboration and Stakeholder Engagement**

* Act as a senior point of escalation for coordination queries or challenges.
* Work collaboratively with Regional Operations Managers, Field Care Managers, HR Partners, and Clinical Leads.
* Participate in senior cluster or operational meetings, contributing insights and helping to shape regional delivery.

**Key Skills and Attributes**

* Strong leadership and coaching ability
* Excellent understanding of care coordination and workforce planning
* Proven experience in managing finance-related operational tasks (payroll, billing, timesheets)
* Outstanding communication and interpersonal skills
* At ease in a fast pace, working environment with a high attention to detail and ability to manage competing priorities
* Strong problem-solving and decision-making skills
* Proficient in care management and rostering systems
* Calm and solutions-focused under pressure
* Understanding of the importance of customer service excellence whether that be for our clients, carers or colleagues

**Essential Requirements**

* Previous experience in a care coordination or operational role in health or social care for at least 4 years
* Demonstrable understanding of finance and logistics within a care setting
* Strong IT skills and systems confidence
* A team player with the ability to lead and inspire others
* Own transport and flexibility to travel as required

**Desirable**

* NVQ/QCF Level 3 or higher in Health & Social Care, Management, or related field
* Previous experience in managing or coaching teams
* Knowledge of CQC regulations and safe care delivery in complex packages
* Previous experience of One Touch