

Job description and personal specification

Care Services Coordinator

Location	St Edmund's House, Margaret Street, York, YO10 4UX	Reports to	Care Manager/Feather Duster Manager
Hours	35 hours per week	Working pattern	Flexible working pattern across Monday to Sunday, based on 5 days out of 7 rota, including every other weekend.
Contract term	Permanent	Type of role	Coordinator
Direct reports	Care Manager/Feather Duster Manager	Role last updates	March 2026
Salary	£26,917.28 per annum full time equivalent.	Holidays	5 weeks and 1 day plus bank holiday allowance.

Context:

Age UK York is a local independent charity which exists to support the older people of York and those around them. Together, our team provides a wide range of services which make a valuable difference to the needs and lives of older people across the city.

Comprising of Care at Home and Feather Duster provision our Care Service team supports people in their homes to maintaining independence, autonomy and living with dignity. The team offers domestic and personal support, enabling people to stay in their own homes for as long as possible.

We pride ourselves on people entrusting their care to our charity, that we provide good quality care with the person ever at the heart and the positive difference we can make. Our services support adults over the age of 18 with a variety of support needs that is relied on by an increasing number of people across York.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings a variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting and exists to continue to be there when needed.

Due to the nature of this role the post holder will be required to undergo an Enhanced DBS with adult barring.

Purpose of the role:

With a growing population – and an increasingly ageing one - in York, Age UK York and our Care Services are experiencing an increasing demand for our Care and support services. The Care Services Coordinator plays a key role within our team ensuring the delivery of high-quality, person-centred care to individuals living in their own homes.

Working collaboratively within a multidisciplinary team - including the CQC Registered Manager, Care at Home Deputy Manager, Feather Duster Manager, and Senior Home Helper - the Care Coordinator will support the effective planning, coordination, monitoring of care services and our collective ambition to deliver an outstanding service. The role is essential in maintaining service standards, promoting independence, and ensuring that care provision is safe, responsive, and aligned with regulatory requirements.

Responsibilities

- Complete client care reviews and update care plans for both personal and domestic support, write new care plans, review MAR charts and risk assessments.
- Create and maintain Rotas for staff supporting our service resilience and continuation of delivery.
- Maintaining Care Standards.
- Escalating Safeguarding concerns.
- Supporting CQC Compliance and ambition towards Outstanding.

- Work in support of effective team working and coordination including client management arrangements and our response to needs.
- Carry out supervision with Care Workers and Home Helpers.
- Support the promotion of our Care Services and engage with prospective new clients including assessments and onboarding to receive our Care.
- Maintain accurate digital care records.
- Carry out Spot checks and audit of records to ensure care calls are high quality and CQC fundamental standards of care are consistently met.
- Provision of guidance and support to care workers.
- Support Recruitment of Care Workers and Home Helpers.
- Support with training of new Care Workers and Home Helpers (e.g. shadowing and best practices).
- Answer telephone queries on both services.
- Covering calls for both services when needed.
- Liaising with professionals regarding care (social workers, occupational therapist, doctors, pharmacists).
- Cover on call with other team members on a rotational basis, including evenings and weekends.
- Undertake additional responsibilities as required in support of Care Services and wider Age UK York.

This job profile is an outline of responsibilities and will be reviewed with the postholder in light of the evolving needs of the post and Age UK York.

Supervision received

You will report to the Deputy Care Manager/Feather Duster Manager.

Supervisory responsibility

You will have oversight of the day-to-day quality standards of care are consistently provided by Care Workers and Home Helpers. This will be undertaken via spot checks, review and audit of care records and conducting supervisions with Care Workers and Home Helpers.

Person Specification

Category	Essential	Desirable
1. Education, qualifications and training	<ul style="list-style-type: none"> Completed or willing to working towards a level 3 NVQ in Health and Social Care 	
2. Knowledge and skills	<ul style="list-style-type: none"> Good understanding of the needs of older and vulnerable adults Excellent communication skills; able to build strong working relationships with colleagues, clients and other professionals 	<ul style="list-style-type: none"> Ability to handle challenging or inappropriate behaviour Knowledge of safe moving and positioning techniques, Basic First Aid Understanding of Safeguarding, Health and Safety and Risk Assessment Needs Ability to support new staff through provision of 'on the job training/shadowing' with dependable advice and support
3. Experiences	<ul style="list-style-type: none"> At least 2 years care experience 	<ul style="list-style-type: none"> Using software specifically for care (e.g. Care Planner or Birdy)
4. Attributes	<ul style="list-style-type: none"> Ability to work on own initiative without direct supervision Honest, reliable and attention to detail 	
5. Additional requirements	<ul style="list-style-type: none"> Demonstrate an understanding, support and commitment to Age UK York's Vision, Mission and Strategic Aims, and our efforts to realise them Full clean driving license and access to own vehicle 	