

New Business Co-ordinator job pack

Title	New Business Co-ordinator For Homecare.
Hours	37.5 hours per week
Salary	£30,000
Accountable to	Lisa Downs – Head of Care
Responsible for	N/A
Based	Hybrid – willingness to travel across both counties essential.

About Caring Together

At Caring Together our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

We are passionate about helping people get the practical support and advice that really makes a difference to them – before, during and after their caring role. An unpaid carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, disability, a mental health problem or an addiction, and would find it hard to cope without their support.

We are proud to support more than 17,000 carers and their families every year, but there are more than 150,000 carers living in our region. And this number is rising.

We need your help to make sure unpaid carers in our local communities receive the practical and emotional support that they need.

About the role

As part of our strategy to find new and innovative ways to support individuals with care needs and their families we are looking for someone who can support us in identifying new customers, respond to referrals quickly and work with our Care team to ensure we are able to successfully grow our homecare service.

This is a new and exciting opportunity and as part of our team your key focus areas will be ensuring that we are responding to referrals in a quick and efficient manner whilst managing expectations and reporting effectively, alongside this you will also be identifying new business opportunities including finding new customers, supporting the design of new proposals and services, and maintaining existing relationships. The successful candidate will work closely with our Care Team managers to understand and improve capacity as well as implementing service, providing an end-to-end experience that is seamless to all individuals.

This role will require travel around both Norfolk and Cambridgeshire and ideally applicants will have experience in Health and Social Care as well as Business Development.

Key accountabilities of the role

1. Be part of a responsive team providing support to customers and their families.
2. Identifying new business opportunities in private care across both counties. Follow up on such opportunities and converting to active packages of care. Overseeing the implementation of private care, from beginning to end while ensuring that it meets the customer's needs and supporting a smooth handover to the care operation team.
3. Collaborating with the internal teams to identify and implement more effective marketing strategies.
4. Promoting products and services to new customers and offering new services to existing customers.
5. To travel as required in order to deliver person centred support to both people accessing the service and their families/ carers.
6. To play a proactive role in signposting customers and their families to other relevant support services (both internal and external, both statutory and non-statutory) as part of our prevention work in the community.
7. Work in partnership with the wider care team to ensure understand and improve capacity and availability of our care professionals.
8. Liaise regularly and effectively with the wider team.
9. To maintain accurate records on in house systems and contribute to contractual reporting requirements as required.
10. Participate in an induction programme and attend on-going in-service training as required by the role.
11. Attend regular meetings and supervisions as agreed.
12. Establish positive working relationships internally and externally to support the charity to achieve our strategic goals and meet customers outcomes.
13. To always work within the philosophy and policies of Caring Together.
14. To undertake any other duties that may be considered commensurate with the level of the post.
15. Communicating with senior management about interruptions and other frustrations impacting workflow and where possible identifying solutions.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Level 3 in Health and social care 	<ul style="list-style-type: none"> Level 4 – 5 in health and social care
Experience and knowledge	<ul style="list-style-type: none"> Enable business growth while maintaining high standards. Demonstrate achievement of business growth targets 	<ul style="list-style-type: none"> The use of Access or similar business systems in Care. Some experience of budget management
Skills and abilities	<ul style="list-style-type: none"> Homecare Marketing Good Critical thinking skills Good time management Effective communication Delegation and problem solving 	<ul style="list-style-type: none"> Project management Planning
Personal attributes	<ul style="list-style-type: none"> Compassionate Empathetic Resilient Driven Caring 	

Application and recruitment process

Closing date	The closing date for this post is 31/12/2023, however interviews will be held throughout November so post may closed earlier if a successful applicant is found
Interview	It is anticipated that interviews for this post will take place on throughout November. (13 November after 3pm, 16 November after 1.30pm, 20 November after 11.30am, 21 November after 12pm and 23 November before 1.30pm)
Start date	The post is available immediately, on a full time, permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are between 9.00am and 5.00pm, however Caring Together is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager.

[The successful candidate may be required to work flexibly at evenings and weekends at times.]

Benefits

Full details of the benefits of employment will made available to the successful candidate.