# Home Instead

Client Experience Lead

Job Description

## **Job Purpose**

Responsible for managing the needs of clients and supporting the Business Operations Manager to provide the best possible experience of care for our clients

**The Role**

* Management of clients and responsibility for their ongoing care and support with a focus on person centred care.
* Undertake consultation to new clients, complete assessments and complete all new client’s paperwork as required.
* Create, update and audit client care plans and assist with digital care planning.
* Maintain accurate client records on Home Instead software and People Planner.
* Conduct client and CAREGiver introductions.
* Build and maintain positive relationships with potential and existing clients, their families and other professionals involved in their care.
* Carry out client reviews and action accordingly.
* Maintain regular contact with clients.
* Any other duties as directed by your line manager.
* Participate in on-call duties as required.
* Ensure compliance with Home Instead’s Equality, Diversity and Equal Opportunities Policy, in respect of employment and service delivery.
* Carry out any other duties deemed necessary for the successful operation of the business.

**Essential Criteria**

* Level 3 NVQ in Health and Social Care or equivalent experience.
* Experience in the care sector delivering a wide range of personal care services.
* Experience of working with MAR sheets and medication in a supervisory role.
* Passion for delivering the highest quality care to our clients and helping them to live independently and happily in their own homes.
* Knowledge and understanding of legislation and regulations specific to Health and Social Care.
* Good communication skills with the ability to build rapport quickly.
* Must be confident to use care management technology.
* Must understand the importance of confidentiality working within current legislation.
* Good working knowledge of IT systems with experience of Microsoft Office or Google Suite and virtual communication platforms with the aptitude to learn and adopt new technologies and software where appropriate.
* Must have full driving licence and means of transport within to visit clients within the Littlehampton area
* Be organised and flexible to meet the needs of the business.

**Competencies**

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| **Core Competencies** | **Role Specific Competencies** |
| Driving Results | Adapting to Change |
| Customer Focus | Quality Focus |
| Influencing  | Leading Others |
| Teamwork & Collaboration |  |
| Communication & Relationship Management |
| Living Home Instead  |
| Agile Learner |

This document describes the general nature and level of work for the position. It is not a comprehensive list of its responsibilities, duties, skills, efforts and conditions. Your employer reserves the right to modify the description in the future with or without notice. The responsibilities for this position are subject to possible modification to reasonably accommodate individuals with disabilities.

 Home Instead is committed to safeguarding and promoting the welfare of adults and expects all staff to share this commitment. This role is subject to a Criminal Records check at the appropriate level.

I have read and thoroughly understand the duties of the Client Experience Lead position.

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Employee Signature Date