

## About Trinity Homecare Group

Trinity Homecare Group is a specialist in delivering care in people's own homes. The group offers introductory care, visiting care and live-in care services ensuring that a wide range of needs and outcomes can be met.

The group was formed with the acquisition of the introductory business and then expanded with several regulated care business acquisitions. These combined brands and services make the group the largest private pay homecare provider in the south of England. The group covers the entire UK with its range of services.

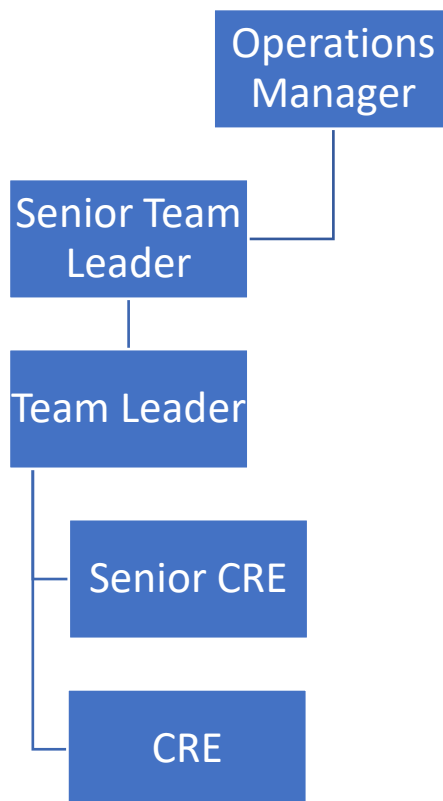
The group prides itself on having the best people, the highest standards and being an innovator in the sector and will continue to strive to improve and lead the market.

## Care Relationship Executive

As the CRE you are responsible and accountable for successfully and appropriately matching our Clients and Carers as well as retaining our current continuous database. The role holder will own the relationships with both the Clients and Carers for our continuous clients. The CRE will typically manage and coordinate: approximately 120 Clients and 100 Carers at any one time. Although this role is very people orientated and managing relationships is key, there will be some KPIs set to drive business and personal performance. The postholder is a member of the operations team. The team is a fast-moving organisation that requires committed, driven and tenacious team members.

<b>Role Profile</b>	
<b>Company Name:</b>	Country Cousins
<b>Job Title:</b>	Care Relationship Executive
<b>Reporting to:</b>	CRE Team Leader
<b>Key Stakeholders:</b>	Sales, Recruitment, Finance
<b>Location:</b>	Horley
<b>Job summary</b>	
<p>The Care Relationship Executive is responsible for:</p> <ul style="list-style-type: none"> <li>• Manage and take ownership of our database of continuous clients and converting any periodic clients to continuous where possible.</li> <li>• Ensure a very high level of tailored service is given appropriately matching client and carers taking into consideration the client's needs and carers suitability.</li> <li>• Be proactive and solution focused when faced with last minute changes to assignments.</li> <li>• Build and maintain strong relationships with our clients to ensure we can retain them to increase the number of serviced clients.</li> <li>• Works under pressure within the required timeframes and standards of customer service set by Country Cousins Homecare Agencies Ltd.</li> <li>• Constantly evaluate the matching process and drive own and team performance and help others improve personal and business performance.</li> <li>• Understand and deliver KPI's and SLA's specifics.</li> <li>• Take proactive and appropriate action when KPI's are not being met.</li> <li>• Ensure there is accurate handover to colleagues as required, maintaining a seamless transition so service delivery remains efficient and streamlined.</li> <li>• Maximise on every opportunity ensuring the client and carer receives outstanding service.</li> <li>• Ensure all system records are up to date and accurate.</li> <li>• Undertakes call out duty as and when required.</li> <li>• Uses influencing skills to stakeholder manage other colleagues in: Recruitment, Sales, Compliance and Finance to ensure strong communication and effective internal processes.</li> <li>• Willingly carry out any other duties deemed appropriate by the company.</li> </ul> <p>Deliverables will be measured against a set of Key Performance Indicators that covers but are not limited to:</p>	

Organisation chart



#### Essential functions of the position

- Good knowledge of products and services within Country Cousins Homecare Agencies Ltd.
- Confident telephone manner
- Assertive when required but also patient and a caring customer focus.
- Proactive at all times thinking about the bigger picture.
- Excellent organisational skills and diary management.
- Proficient with Microsoft Office – including Excel.
- Able to work on own initiatives as well as part of a team.
- Excellent administration and communication skills and able to give attention to detail.

#### KPIs

- a. 125 outbound calls per week#
- b. 90% and over CAR
- c. Retention of client numbers

**Competencies and qualifications**

- A can-do approach.
- Team player
- Passionate about customer service
- Thrives on pressure.
- Empathetic
- Self-motivated
- Adaptable/flexible approach
- Striving for excellence and keeping the client happy
- GCSE in English grade C or above.

**Note**

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the company to reflect changes in the post holder's role and/or the needs of the business.

Subject to DBS check and references

I have read and understood this job description and understand that it is subject to change depending upon business requirements. I understand that due to the nature of this role, I am expected to fulfil any other activities as may be required to ensure the business is fully operational meeting all legal and compliance requirements.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_