



Hayley Bateman

Care Coordinator

Location: Aylesbury

Skills & Attributes:

- Experience in recruitment/interview process, tutoring, mentoring and mediation.
- Good verbal communication skills with the ability to listen to others, reason and defuse situations, particularly in confrontational circumstances.
- Able to proactively develop effective working relationships with colleagues and partners which build rapport, trust and confidence.
- Good team working skills demonstrating awareness of individual differences, as well as the ability to work independently
- Able to break down a straightforward problem into component parts, assess cause/ effect and determine appropriate action.
- Able to write concise reports and/or other documents.
- Able to identify potential opportunities to enhance efficiency and/or effectiveness within own work area.

Employment History:

COOCI Associates May 2022 to present – Care Coordinator

- Recruitment and induction of new staff.
- Preparation of client home file, care plans and risk assessments.
- Safer recruitment processes followed – ie references, DBS.
- Identifying and implementing care staff training requirements .
- Provide ongoing supervisions, appraisals and maintenance of the overall HR documentation processes and procedures.
- Develop effective relationships with clients and their families and/or their employer as well as the individual care staff.

Thames Valley Police July 2007 – April 2022 Police Community Support Officer (PCSO)

- Maintain a highly visible community presence. Act as a deterrent and improve community confidence.
- Support ongoing Police operations – gather, handle and submit information and intelligence.
- Support Police Officers in initial front-line policing responding to incidents, enabling resolutions and/or preventing escalation.
- Develop close working relationships with key community bodies/individuals, gather and provide information, support the vulnerable and promote community cohesion and identify tackle issues such as anti-social behaviour.



- Develop effective relationships with individuals, including the vulnerable and at risk, providing support and guidance to identify root causes, assess needs, prevent crime, respond to concerns and build trust policing.
- Assist front line responses to more complex incidents as a first at scene responder, acting to contain, assess needs and/or provide support to ensure immediate public safety.
- Maintain awareness of potential and actual risks to individuals, escalating potential threats to public safety in line with force guidance to support the identification/ resolution of issues.
- Support the identification/exploration of new ways of working and innovation in community policing, applying critical thinking and problem-solving methodologies to identify solutions to problems with evidence-based practice.
- Providing accessible and approachable uniformed presence offering reassurance, defuse situations with threats of conflict.

Qualifications and Training:

- Mandatory Training
- First Aid
- Safeguarding Adults and Children

Interests and Hobbies:

- Muay Thai (kickboxing)
- Yoga
- Family time
- Cinema
- Travelling

© COOCI Associates Ltd
Not to be reproduced without permission