

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Support Coordinator		
Reference No.	HOMEJD208	Date of issue:	May 2026

### The job in a nutshell...

You'll be part of a team of Support Co-ordinators centred around customers with support needs, which may include, mental health issues, housing related support, complex needs to name but a few.

You will work under the support of your Senior/Client Service Manager to deliver support to customers in a person-centred and psychologically informed way. You'll assist customers with practical, daily living tasks to develop their independence, empowering them to achieve their goals, aspirations and outcomes documented in their support, care and safety plans.

You'll lead on carrying out assessments and developing our LIFE (Living Independently and Feeling Enabled) support plans, coordinating our team of Support Workers in the delivery of person-centred support, promoting independent living and enabling our customers to reach their desired outcomes.

### What success will look like...

Customers are enabled to make choices, with their needs, aspirations and preferences being met. This will be achieved by working closely with your support team colleagues, managers, professional multi-disciplinary teams and by involving customers and their support network. You will be part of creating our customers' LIFE (Living Independently and Feeling Enabled) journey.

Customers are supporting with all activities in their LIFE support plans, which could include (but not limited to) making meals, shopping, use of technology, budgeting and administering benefits as agreed. You'll lead the support provided and coordinate our team of Support Workers and volunteers in the delivery of person-centered support. This will include induction of new colleagues, volunteers and providing day-to day guidance.

Co-ordination and lead responsibility for engagement, you'll lead formal panels and processes such as MARAC (Multi-agency risk assessment conferences), safeguarding, teams around the child/family, MAPPA (multi-agency public protection arrangements) and any multi agency health meetings.

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Agreed screening processes are applied appropriately through making eligibility, referral, allocation, and assessment decisions.

Challenging behaviors and resistance to some tasks are managed by using your negotiating skills and positively influencing the customer to make the right choices.

Customers have positive relationships within the community and can develop and maintain good relationships with others.

Customers are supported to attend appointments that are important to their progress, such as visits to the GP, other health professions, addiction groups, classes or other external agencies.

Customers are empowered to develop their independent living skills, so they are able to sustain and secure their own tenancies and are ready for their positive "move-on" into the community.

Our Senior Client Service Manager / Client Service Manager are supported by deputising for them as requested.

You'll already have these **brilliant** skills, qualifications and knowledge...

<b>Transferable Skills.</b>	<b>Technical qualifications, experience and knowledge.</b>
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Listening to customers to understand their needs</li> <li>• Recognise each customer is different and adopt a flexible, personal approach</li> <li>• Advocate for our customers regardless of who they are</li> <li>• Understand how your role makes a difference to our customers</li> </ul>	<p><b>Supporting people with care needs</b></p> <ul style="list-style-type: none"> <li>• Experience of caring for others, either in a paid role or through personal caring responsibilities</li> <li>• Experience supporting people with a range of needs, including mental health and complex needs</li> <li>• Experience of creating new, person centred support plans and supporting other working to existing support plans</li> </ul>
<p><b>We are intuitively collaborative</b></p> <ul style="list-style-type: none"> <li>• Understand and play to each other's strengths to achieve a common goal</li> <li>• Work with others as part of one Home Group team</li> <li>• Mentor and shadow others to share knowledge</li> </ul>	<p><b>Working independently and under pressure</b></p> <ul style="list-style-type: none"> <li>• Experience of working on your own initiative without close supervision</li> <li>• Ability to remain calm and effective in challenging or pressured situations</li> <li>• A resilient approach to delivering consistent support</li> </ul>

<p><b>We have an eye for detail</b></p> <ul style="list-style-type: none"> <li>• Working in a safe, effective, caring, responsive and well-led way</li> <li>• Applying legislation and working within policies and procedures</li> <li>• Using and recording information accurately and timely</li> </ul>	<p><b>Working independently and under pressure</b></p> <ul style="list-style-type: none"> <li>• Experience of working within policies, procedures and agreed support plans</li> <li>• Experience of coordinating and assessing customer referrals</li> <li>• Commitment to working in a safe, caring, responsive and well-led way</li> </ul>
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

<p>A Level 3 Diploma in Care or equivalent experience or willing to study for this.</p> <p>Full driving licence and access to a vehicle (depending on where the service is based or if this is a community-based role for example).</p> <p>Good numerical, literacy and digital skills.</p> <p>Previous experience of supporting colleagues/other teams to help them develop within their roles.</p>
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We're all **accountable** for..

<p>Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.</p> <p>Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.</p> <p>Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.</p> <p>Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.</p> <p>Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.</p>
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Other **important** stuff...

Budget Holder	No	Budget value up to £	<input type="text" value="0"/>
Manages People	No	# of direct reports circa	<input type="text" value="0"/>
Travel	Occasional	Driving Essential	No

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