

Building homes,
independence
and aspirations



Job Profile

Job Title	Supported Living Coordinator
Reports to (job title)	Senior/Client Service Manager
Job Reference No.	HOMEJD522

The job in a nutshell...

Working within our CQC (Care Quality Commission) regulated service you'll be part of a team centred around our customers who have support needs. These may include, mental health issues, housing related support, learning disabilities, autism, communication challenges as well as ongoing physical health conditions and complex needs to name but a few.

You will work under the support of our Registered Manager and Senior/Client Service Manager to deliver support to customers in a person-centred way. You will assist customers with practical, daily living tasks to develop their independence (which may include personal care and medication administration), 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 Supported Living Worker in the delivery of person-centred support, promoting independent living and enabling our customers to reach their desired outcomes.

What success will look like...

Support and interventions are delivered to our customers in a person-centered, strengths-based and psychologically informed way. This may include direct support with personal care (for example bathing, toileting, and dressing) or more complex aspects of personal care, which are delivered to increase independence.

Customers are enabled to make choices, with their needs, aspirations and preferences being met. This will be achieved by closely working with our Supported Living Workers, our 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.

You'll lead the support provided and coordinate our team of Support Workers in the delivery of person-centered support, which will include induction of new colleagues and volunteers,

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providing day-to day guidance, leading on shadowing, observations, and reflective practice sessions. You'll ensure we have holistic standards of care being delivered within the service.

Health determinants are improving through collaborative working with colleagues and external organisations. This could include, medication administration practice in line with guidelines and reviewed via a holistic approach, aiming at keeping customers safe in the community and avoiding hospital admissions.

An inclusive, safe, and tailored home is maintained which promotes sensory wellbeing and adapts to customer's individual needs. Creative solutions are utilised, including assistive living technology that enable the customers to have choice and control to develop and maintain their independence.

Customers voices are heard. We adopt their chosen communication methods. The voices of family and friends are valued and are included with the customer's agreement. Encouraging customers to develop positive relationships within the community and maintain relationships with others.

Safety and wellbeing of customers and colleagues are ensured through positive risk management and a rolling audit programme in areas such as personal care and infection control is undertaken. This includes identifying changes or deterioration in their health and wellbeing and escalating appropriately to the relevant colleague or healthcare professional. Customers are supported in line with regulatory requirements and best practice.

Customers who present with challenging behaviours are supported within a framework of positive behaviour support whilst maintaining dignity and respect. Challenging behaviours and resistance to some tasks are managed by using your negotiating skills where appropriate to influence the customer to make the right choices.

Challenging incidents are de-escalated and responded to in a person-centered and psychologically informed way by coordinating and ensuring all multi agency colleagues are involved in responding to the incident and details are appropriately reported and recorded.

Coordinating support so that customers are supporting with all activities in their LIFE support plans, which could include (but not limited to) preparing meals, adopting positive nutrition and hydration plans, menu planning, shopping, use of technology, budgeting and/or administering and managing medication.

Coordinating support so that 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 agency appointments.

Customers interact and engage in social activities and have positive relationships within the community to help prevent isolation.

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.

Customers are safeguarded from harm and the principles of the Mental Capacity Act are upheld at all times. Customers are supported to develop their own risk management plans and any safeguarding concerns are escalated to an appropriate senior colleague.

Our Registered Manager/ Senior Client Service Manager are supported with internal and external audits to ensure that we are CQC compliant.

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Co-ordination and lead responsibility for engagement, you'll lead formal panels and processes such as safeguarding, teams around the child/family, MAPPA (multi-agency public protection arrangements) and any multi agency health meetings, ensuring these are communicated to the Registered Manager.

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

Safe staffing levels are maintained so that we can deliver the service in line with CQC safe standards by coordinating the team and working in a flexible, reliable and responsive way.

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

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

Transferable skills	Technical qualifications, experience and knowledge
<ul style="list-style-type: none">• We get where our customers are in their lives<ul style="list-style-type: none">• Listening to customers to understand their needs• Recognise each customer is different and adopt a flexible, personal approach• Advocate for our customers regardless of who they are• Understand how your role makes a difference to our customers• We are intuitively collaborative<ul style="list-style-type: none">• Understand and play to each other's strengths to achieve a common goal• Work with others as part of one Home Group team• Mentor and shadow others to share knowledge• We have an eye for detail<ul style="list-style-type: none">• Working in a safe, effective, caring, responsive and well-led way• Applying legislation and working within policies and procedures• Using and recording information accurately and timely	<ul style="list-style-type: none">• Passionate and able to support customers to live their best life.• Experience of creating new, person centred support plans and supporting others working to existing support plans.• Experience of coordinating and assessing customer referrals• Experience of working on own initiative, remaining calm under pressure and having a resilient approach

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>Experience of working with the relevant customer group and a basic understanding of regulations relevant to role. Relevant knowledge of CQC Regulations and the Care Workers Code of Conduct would be great.</p> <p>Relevant experience in administering medication</p> <p>Good numerical, literacy and digital skills.</p> <p>Basic understanding of safety and risk management.</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>
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Previous experience of supporting colleagues/other teams to help them develop within their roles

We're all **accountable** for...

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.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of 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.

Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

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.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No Yes ... up to £ [Click here to enter text.](#)

You'll manage people? No Yes ... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



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