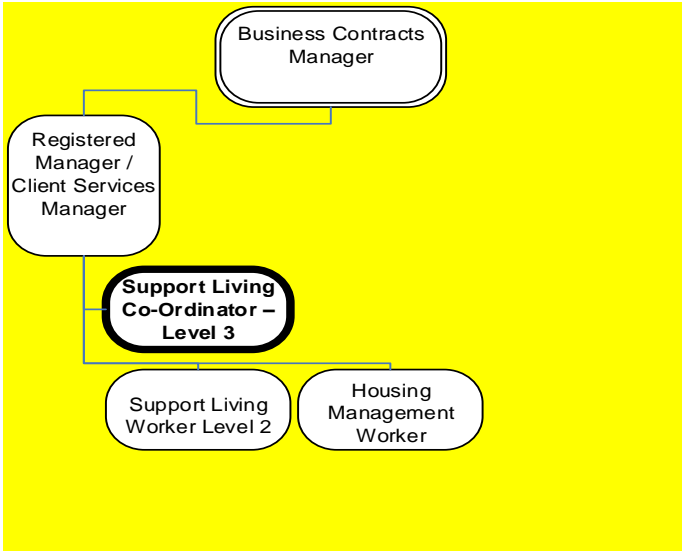


HOME GROUP
JOB DESCRIPTION

1	JOB DETAILS	
	Job Title : Supported Living Co-ordinator – Level 3	Date: March 2017
	Reports to: Client Services Manager / Registered Manager	Ref: HOMEJD

2	<p>JOB PURPOSE</p> <p>To develop client / family or children and young people (as appropriate) led support using person-centred approaches.</p> <p>To undertake assessments and to produce and review care plans for individuals to ensure a high quality standard of support that promotes independent living.</p> <p>To coordinate customer support by delegating tasks to support workers in line with customer care plans.</p> <p>To ensure a high standard of service delivery is achieved by championing Home's values, policies and procedures including safeguarding.</p> <p>To liaise with customers, their families or representatives, and community services in order to provide effective and well-managed care.</p> <p>Additional job purpose requirements (specific to role / local commissioner specific needs):</p>
3	<p>DIMENSIONS</p> <p><i>Detailed below are the financial measures and statistics relevant to this post.</i></p> <ul style="list-style-type: none"> • Co-ordination and development of Level 2 Support or Care Workers • Co-ordination and support of Volunteers, Mentors and hosts, including befriending and peer support volunteers. • Provide induction support, mentoring and guidance to new colleagues and volunteers. • Assist with the training and supervision of care workers. • No direct responsibility for a budget. • Provide direct support to higher risk customers requiring more intensive support in specialist services • Co-ordination and lead responsibility for engagement with formal panels, and processes and multi-agency health meetings. • You are required to be flexible to work within other office/service locations in the future within an agreed area of your initial office location

4	<p>ORGANISATIONAL CHART</p> <p>Reporting to: Senior Client Services Manager Client Services Manager (as appropriate)</p> <p>Responsible for: The co-ordination and development of Level 2 Supported Living Workers.</p>  <pre> graph TD BCManager[Business Contracts Manager] --- RManager[Registered Manager / Client Services Manager] RManager --- SLCoOrd[Support Living Co-Ordinator – Level 3] SLCoOrd --- SLWorker2[Support Living Worker Level 2] SLCoOrd --- HWorker[Housing Management Worker] </pre> <p>The organisational chart is set against a yellow background. At the top is a box for 'Business Contracts Manager'. A line connects it to a box on the left for 'Registered Manager / Client Services Manager'. Below this is a box for 'Support Living Co-Ordinator – Level 3', which is highlighted with a thick black border. Two lines extend from the bottom of the Co-Ordinator box to two boxes at the bottom: 'Support Living Worker Level 2' on the left and 'Housing Management Worker' on the right.</p>
5	<p>KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED</p> <p><i>Detailed below are the knowledge, skills and experience required for satisfactory job performance.</i></p> <p>Experience/Knowledge</p> <ul style="list-style-type: none"> • Hold (or be working towards) a Level 3 in Health and Social Care or hold an equivalent qualification • Must complete the Home Group Induction Pathway and Care Certificate as appropriate • Previous experience of administering medications in line with regulatory requirements preferred. • Significant experience of working in a support or care environment is essential • Knowledge and experience working with relevant client groups to the service (Elderly, learning Disabled or Mental Health). • Experience of assessing and monitoring customers' / families or children and young peoples' needs and skills (as appropriate). • Experience of person-centred support and safety planning. • Experience of co-ordinating or developing other support or care workers. • Knowledge and understanding of legislation related to care provision • Experience of mentoring, supervision and assessment of colleagues through planned and spot check methodologies • Knowledge of issues affecting individuals who require support. • Experience of supporting customers to access the resources available to a local community • Knowledge of the statutory framework of provision of support for the client group / families or young people (as appropriate). • Knowledge of SMART principles

	<ul style="list-style-type: none"> • Excellent understanding of relevant regulatory requirements e.g. Care Quality Commission Essential standards of quality and safety <p>Education</p> <ul style="list-style-type: none"> • Evidence of learning and professional development • Evidence of specialist qualification, skills, or interest in the area applied for including specific qualification / training to meet specialist service standards and regulatory requirements • A Nursing qualification would be desirable <p>Skills and Abilities</p> <ul style="list-style-type: none"> • Ability to uphold and implement Home Group's values, policies and procedures • Understand principles of person-centred support and safety planning. • Be able to implement safe practice in accordance with risk assessment processes. • Ability to delegate tasks to others • Ability to challenge inadequate/bad practice and champion outstanding standards of care • Ability to provide personal – in some cases intimate – care • Ability to recognise risk and implement safeguarding procedures and reporting where necessary • Ability to work independently without constant supervision is essential. • Ability to maintain confidentiality and work professionally in the workplace. • Ability to manage difficult situations and to use initiative. • Ability to empower customers to achieve their own goals. • Ability to understand and work with diverse cultures • Ability to record and use information concisely and effectively. • Must be IT literate • Basic numeric and literacy skills <p>Personal Characteristics</p> <ul style="list-style-type: none"> • Work flexible hours/24-hour rota (where applicable) • Full driving licence and access to car (where necessary for role) • May be required to undertake lone working • Commitment to implementing Anti-Discriminatory, Diversity and Equal Opportunities policies <p>Additional service specific knowledge, skills and experience required:</p>
6	<p>KEY RESULT AREAS</p> <p><i>The outputs of the job include:</i></p> <p>You will coordinate the customers support, health and wellbeing in a person centred way to achieve the outcomes and aspirations stated in their support plans. This will involve coordinating support in a way that demonstrates respect for the privacy, dignity, and value of all customers, in line with CQC regulations, relevant legislation</p>

and Home Group policies and procedures

Safe

You will:

- Ensure safeguarding training and e-learning is up to date for yourself and the team.
- Ensure that Safeguarding procedures are followed at all times, and to seek advice if necessary from statutory agencies.
- Recognise and respond to abuse, taking on a lead role within the team and notifying CQC and relevant authorities where appropriate
- Ensure support and safety planning records and systems are kept up to date and reviewed regularly
- Complete assessment support plans as per the customers equality, diversity and inclusion needs and review them regularly
- Coordinate activities to raise customers and staff awareness about keeping themselves safe
- Take a lead on completing MCA assessments/ DOLS referrals as required through liaison with multi-disciplinary team
- Lead on the management of medications to ensure safe practices including up to date record keeping, storage, auditing and errors, coordinating reviews with medical professionals.
- Comply with controlled drugs regulations and to oversee or administer medication in line with Home Group's policies and procedures.
- Take a proactive role in ensuring the staff team follow infection control policies and procedures
- Take accountability for the day to day management of staffing resources to ensure meeting customers' needs and contract compliance, ensuring safe practice
- To implement and adhere to policy and practice in relation to health and safety, taking responsibility for your own health and safety within the workplace, and that of colleagues, customers and the general public.

Effective

You will:

- Plan support incorporating customer's needs, preferences and choices, delivered in a person centred way, ensuring a holistic approach.
- Work with all partners involved in the customers care and support
- Support the staff team to fully understand and act upon our responsibilities under the Mental Capacity Act legislation and guidance
- Act as a role model when supporting customers who present with challenging behaviours and liaise with relevant professionals
- Adhere to, create and implement specialist support plans as appropriate
- Follow current guidance in relation to Do Not Actively Resuscitate orders.
- Develop, promote, provide and record where appropriate, nutrition and hydration which meets the customer's needs, liaising with specialist agencies e.g. SALT where necessary.
- Ensure clear and detailed support plans are developed and implemented as per customers complex needs regarding nutrition and hydration, including how customers dignity is maintained
- Work with customers and others involved in their care to complete, implement and review all documents relating to health, evidencing how customers have made

informed choices, coordinating and liaising with health professionals

- To sign-post to relevant agencies and provide support around issues such as independent living, tenancy management, welfare benefits, budgeting, life skills, employment, education, training and resettlement (where applicable).

Caring

You will:

- Ensure that you and your team promote an environment where the people in your care are treated with kindness, compassion, dignity and respect.
- Demonstrate that action is consistently taken to relieve peoples distress or discomfort
- Ensure all information is available in the appropriate format as per client needs
- Meet the communication and language needs of customers
- Work in a person centred way to support customers to express the views and be actively involved in making decisions about their care and support, including the use of advocacy services where appropriate
- Ensure support plans evidence, develop and maintain customers skills with a focus on promoting positive risk taking and independence, utilising assisted living technology where appropriate
- Follow Home Group policy and local statutory guidance for recording, storing and sharing information, including considerations of customer's capacity to consent.
- Give customers the opportunity to discuss and map out their end of life care with sensitivity, dignity and respect - as appropriate

Responsive

You will:

- Provide personal care where agreed in the customers support plan
- Lead on support planning/risk management, incorporating customer's needs, preferences and choices and delivered in a person centred way, ensuring a holistic approach.
- Lead on ensuring all customers have an up to date file and are audited as required
- Drive continuous improvement through coaching, mentoring and innovation
- Ensure complaints procedures and contact management are used within timescales
- Empower customers /carers/stakeholders to make compliments, comments and complaints
- Support the manager to make changes to service as a result of feedback
- Promote independence through partnership working and community engagement/improved social networks
- Ensure compliance with policy and procedures / legislation
- Ensure care certificate compliance
- Support appropriate staffing levels and maintain rotas and contingency planning
- Contribute to the development and review of local procedures, with meaningful involvement of customers in this process.
- Ensure thorough communication adhering to local procedure and agreements

Well led

You will:

- Act as a role model to ensure a team culture of support, fairness, transparency and openness.

- Proactively gather feedback from customers, carers and other agencies to develop the service.
- Act upon feedback to develop service improvements.
- Be a positive role model for Home Groups and CQC valued behaviours and ensure they are understood and promoted by your team
- Promote positive working environment and challenge negative behaviour
- Ensure and evidence the service is integrated in the local community.
- Support the client to maintain positive links in the community
- Have an understanding of who the registered manager is and what their responsibilities are in relation to CQC including relevant notifications and legal obligations
- Deputise in the absence of registered manager, undertaking all responsibilities including external representation.
- Understand and work towards the aims and objectives of the service in which you work
- Ensure accurate, up to date record keeping.
- Evidence living our values and contribute to the local culture plan.
- Challenge negative behaviour within the team
- Positively represent the service
- Implement auditing systems
- Participate in team meetings, 1-2-1s, handovers and reflective practice
- Offering support and guidance, coaching and mentoring to frontline staff.
- Ensure positive external relationships and attendance at relevant forums
- Contribute towards use of CQC audit tool to demonstrate quality and continuous improvement
- Comply with policy and procedures / legislation
- Ensure care certificate compliance

Budgets & KPIs

- Prepare reports on a monthly basis, compile statistics as required and use, maintain and update project records and systems.
- To efficiently operate and record the petty cash system.
- To appropriately support customers with budgeting skills.
- To support volunteers to use the relevant IT or paper-based systems to claim expenses (where applicable to role).
- To adhere to, and operate within Home Group's financial policies.
- To use relevant IT systems to record and input financial information and other relevant data.

Other requirements:

- At all times carry out responsibilities within the framework of Home Group's equality and diversity policies.
- To undertake any other duties as directed by a line manager that may reasonably fall within the scope of the role or service.
- Where appropriate in outreach roles the individual may be expected to operate independently with a range of different service providers and professions.

	<p>Additional service specific key results areas:</p>
7	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p><i>Your main contacts will include:</i></p> <p>Internal:</p> <ul style="list-style-type: none"> • Client Services Manager / Registered Manager / Business Contract Manager • Supported Living Workers • Housing Management Workers • Other colleagues, where applicable e.g. cleaners, cooks. • Volunteers • Property services and customer service centre <p>External:</p> <ul style="list-style-type: none"> • Health practitioners • Specialist agencies • Commissioners • Regulators e.g. Care Quality Commission • Local Authority Housing Departments • Welfare benefits agencies • Employment and Training agencies • Contractors • Others as appropriate <p>Additional service specific contacts:</p>

8	<p>SCOPE FOR IMPACT</p> <p><i>Detailed below are the significant aspects of the job outside of the key result areas</i></p> <ul style="list-style-type: none"> • Opportunity to contribute to a team approach to service delivery • Opportunity to contribute to service planning. • Working with representatives of external specialist agencies there is an opportunity to contribute to the development of a more integrated approach to services in the locality. <p>Additional service specific scope for impact:</p>
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9	CORPORATE RESPONSIBILITIES
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| | <ul style="list-style-type: none">• To take responsibility for the health, safety and welfare of yourself and through your acts and/or omissions and ensure these do not affect your colleagues, volunteers, customers / families or children and young people (as appropriate) or the local community. Actively follow the Group's Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and undertaking training to ensure compliance.• To undertake all reasonable training activity designed to support you in your role.• Promote equality and diversity as an integral aspect of working at Home Group and lead by example.• To undertake any further duties as requested by your Line Manager commensurate with the level of your post. |
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10	JOB DESCRIPTION AGREEMENT
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