

***JOB DESCRIPTION***

SUPPORT CO-ORDINATOR

**Purpose of the role:**

As a Support Co-ordinator you will take a key role in delivering the services within the Home ensuring the promotion of good working practice and offering a role model to support staff. You will work closely with the Home Manager / Deputy Manager to provide professional support, supervision and guidance to Support Workers, and ensure continuity of care.

**Responsibilities:**

* To carry out all company duties, tasks and responsibilities in accordance with the company’s principles of care, whilst ensuring the safety, care and well-being of service users and colleagues at all times.
* Ensure sufficient staffing on the rota for the following 48 hours for both day and night staff.
* Monitor and review personal centred plans and keep relevant people informed accordingly.
* Work with the Nurses, Deputy Manager, Registered Manager and outside agencies, Service Users and their relatives to formulate person centred plans.
* Provide professional support and guidance to Support workers and resident key workers and Activities Co-ordinator.
* Monitor staff on a 1-1 with residents and ensure they have regular breaks and are on a 1-1 for no more than 1 hour at a time.
* Have 1-1 discussions with the support workers when necessary and liaise with the nurse.
* Develop the range of support available by maintaining up to date knowledge and skills through training and research.
* Implement the Company’s procedural requirements including Disciplinary, Health and Safety, Financial and Quality Assurance systems.
* To further develop the service as required, meeting the ever changing demands of service users and Local Authorities.
* Support the nurse in charge in booking of medication, stock reconciliation and any clinical support
* Support the nurse in charge with residents finances, booking in and out and completing balance checks.
* Support the key workers in coordinating resident birthdays and other family events.
* Have monthly meetings with residents with the help of nurse and Activities Co-ordinator.
* Provide a full site induction for new starters, complete the induction booklet and allocate a buddy.
* Give orientation to agency staff and complete induction booklet and give them a welcome pack.
* Maintain confidentiality regarding all issues and information relating to service users within the bounds of the company’s policy on confidentiality.
* Read and keep oneself informed about company policy through the Policy and Procedure and Human Resources manual with are available within the home, and the company guidance notes issued to all staff and updated on a regular basis.
* To keep oneself informed about any changes to legislation that may impact on the Health Care Sector.
* Comply with the Company’s, service users’ or Social Services Departments’ reporting requirements with regard to monitoring the care of service users, statistical, financial or quality assurance information.
* To attend staff meetings and Company Learning and Development.
* To provide a professional and respectable role model for service users and respect the integrity of the Company at all times.
* If an approved driver, to drive company vehicles with due care and attention taking into account the needs, safety and comfort of service users.
* To report any suspicions, concerns, or if witnessing any incidents affecting the safety or well-being of service users/patients to a senior colleague immediately.
* To co-ordinate and plan service user’s activities scheduled on a daily basis.
* Co-ordinate the service so as to promote the smooth running of the shift.
* Support the Nurses and Activities in co-ordinating effective engagements. Promote safety, dignity and choice of residents.
* Liaise with the nurse and key worker regarding personal shopping and budgeting.
* Guide and support the Team in Meols in ensuring Infection Control Regulations are adhered to.
* Maintain all Health & Safety checks for the home
* Work alongside with Activities-Co-ordinator to promote more engagements at Meols.
* Ensure the residents personal hygiene and bedroom are up to standard.
* Liaise with kitchen staff to ensure that the resident’s nutritional intake is of a good standard.
* Co-ordinate key worker that will be attending PCP and RCA incidents on a rota basis

NOTE: *Notwithstanding the detail within the job description, the post holder may be asked to undertake such duties determined by the Line Manager, up to or at a level consistent with the principle responsibilities of the post.*

person specification SUPPORT CO-ORDINATOR

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| **Support Co-ordinator Person Specification** | | |
|  | **Essential** | **Desirable** |
| ***Education & Qualification*** | * To complete NVQ 2 / QCF 2 Health & Social Care within 12 months of appointment | * NVQ/ QCF 3 Health & Social Care or working towards a level 4 |
| ***Experience & Knowledge*** | * Knowledge of the importance of confidentiality. * Knowledge of safeguarding & whistleblowing policies * Complies with legal obligations and safety requirements. * Ensure all relevant company training is kept up to date. * Knowledge of writing PCB & PBP * Relevant experience of working with adults who have learning disabilities and complex behaviours. * Awareness of all legal compliance * 1 year of experience in Health and Social Care | * Basic administrative skills. * Experience of preparing and organizing activities. * Relevant experience of leading a small team. * Understanding of individual support packages * 2 years of experience in Health and Social Care |
| ***Skills & Abilities*** | * Driver to facilitate the activities that the needs of the invidual. * Willingness to develop PCP with Service Users. * Ability to work to agreed plans. * Good problem solving skills. * Time Management - ability to work on more than one task at a time. * High degree of organisational skills. * Ability to lead and work as part of a team. * Excellent interpersonal communication and presentation skills. * Ability to demonstrate professional attitude with excellent influencing, negotiating and partnership skills that enables collaborative working. | * Clean Driving Licence |
| ***Personal Attributes*** | * Ability to display empathy, patience and understanding. * Flexible attitude to work. * Energy, ambition and enthusiasm. * Adaptability and resilience. * Flexibility to respond to emerging initiatives which support the care of Service Users. * Ability to work on own initiative. * Clear communicator – both verbally and written. * Approachable. * Conscientious. * Self-Confident. * Reliable and Responsible. * Honest. * Personal drive and commitment. |  |
| ***Physical Abilities*** | Sufficiently mobile to be able to participate in day to day recreational activities with service users, preventing absconsion and exercising control and restraint when necessary. |  |