



Job Definition

Job Title: Care and Support Coordinator

Reports To: Care and Development Director / Operations Director

Job Purpose

To work as part of the management team promoting a need's led outcome focused support service. To ensure that Ivy Care implements an effective support planning and review process. Oversee co-ordination of the support planning process with those who use our services and raise awareness and understanding of how to ensure this is done in a user-friendly way.

Ensuring all service users are supported to have a monthly and annual review in line with the company Policy and Procedure.

Key Responsibilities

Person Centred Planning

- Offer advice and expertise to people carrying out the support planning process.
- Offer mentorship to the team, helping them establish effective practice.
- Assist with the running of regular support groups for senior staff and teams.
- Carry out Person Centred plans within designated service areas or with specific target groups.
- Promote Person Centred Planning within designated service areas.
- Assist with the co-ordination of Person-Centred Planning within designated service areas ensuring that planning is carried out to a consistent standard.
- To ensure you keep up to date with current developments within PCP.
- To build local networks with local learning disability forum's
- To support the development of Circles of support for individuals.
- To develop systems that evaluate the quality of planning outcomes.
- To support the development of a company, support plan and review matrix.
- To foster a positive and productive approach to risk management.
- To be a positive role model for working in a person - centred way using friendly language.
- To directly plan with 5-7 people per year.
- To facilitate relevant company, change to people friendly policies and procedures, service culture and recruitment.
- To carry out relevant training with identified staff groups.
- Support service users to be involved in the delivery of training.

- To attend individuals reviews as agreed by line manager
- To attend service user meetings within the homes on a quarterly basis.

Developing Practice

- Prepare for, attend and actively participate in supervision with supervisor and in staff meetings.
- Participate in training and staff development opportunities.
- Develop one's own knowledge and practice.
- Contribute to the development, practice and effectiveness of work teams.
- Contribute to the development of knowledge and practice of others.
- To personally undertake the role of mentor and coach to other appropriate staff as directed.
- Maintain up to date knowledge of current developments in Learning Disability

General Expectations

- To carry out statutory objectives in line with relevant legislation.
- To comply with the administrative and financial procedures.
- Maintain accurate records in line with both statutory and organisational requirements.
- To develop, maintain and evaluate systems and structures to promote the rights, responsibilities and diversity of people.
- To attend for work reliably and punctually.
- To organise your work so that tasks for which you are responsible are completed well and in good time.
- To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful or financial nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- To participate in the supervision process, which involves constructive feedback aimed at developing your own performance and the quality of relationships, suggesting any training that you feel will help you to develop your performance. This will involve regular meetings with your line manager.
- To undertake, as and when required, any additional tasks and responsibilities that are reasonably compatible with this job description and its objectives

Ivy Care

Health and Safety and Infection Prevention

Take due care at work and contribute to the ongoing implementation of policies and procedures to maintain the health, safety and welfare of self, colleagues, service users and community. Ensure that accidents and/or unsafe or hazardous conditions are reported to management in line with policy. To adhere to the infection control policy and the essential steps to help minimise and prevent infection to employees and service users in the home.

Equality & Diversity

Undertake all aspects of employment and service provision with due regard to Equal Opportunities and diversity and associated company policy and practice.

Demonstrate a commitment to openness and equality of opportunity and ensure that all individuals are treated with dignity and respect.

Behaviour

To work and behave in a manner that is consistent with Ivy Care expected ways of working (Competency Framework; & Code of Conduct.)

To undertake all duties in accordance with Ivy Care policies and practice, to maintain compliance with relevant statutory responsibilities and applicable legislation.

Ivy Care's Vision & Objectives

Undertake other duties as appropriate to the post, to support and contribute to the delivery of the company's objectives, and vision.

Safeguarding Vulnerable Adults

We are committed to safeguarding and promoting the welfare of vulnerable adults. We take this responsibility seriously and expect all staff and volunteers to share this commitment.

Team Working & Support

To act as an effective team member, attending team meetings, mentoring and leading team members/other teams, working in other locations, and supporting the delivery of the team and business plan. Maintain links with other teams, groups as necessary. To comply with all the company's policies and procedures and to comply with the requirements of the Health and Social Care Act 2008, Supporting People (if applicable) and other relevant statutory provisions.

Ivy Care

Personal Development

To take responsibility for identifying and agreeing your personal learning and development needs with your manager, participating in supervisions, training and other activities relevant to the job or personal development.

To champion good employee management practice in line with Ivy Care's policies and procedures.

Employees Name

.....

Employees Signature..... Date

.....

IVY CARE

Person Specification:		Post No:		
Job Title:		Care and Support Coordinator		
Knowledge and Experience		Essential	Desirable	Assessment/Method
Qualification	Good GCSE's or equivalent qualification, including math's and English	✓		AF
	NVQ 3 (or equivalent) relevant to the social care sector.	✓		AF/BI
Experience	At least two years experience in social care setting.	✓		AF/BI
	Demonstrate experience of and the ability to manage/motivate a team of support workers.		✓	AF/BI
	Working with service users who have a learning disability/complex needs and /or associated mental health needs.	✓		AF/BI
	Providing personal care for other people.	✓		AF/BI
Knowledge	An understanding of the requirements associated with the management of the service in particular the Health and Social Care Act, mental capacity, Health and Safety at work and Employment legislation.	✓		AF/BI
	Sound knowledge and understanding of the principles of 'Valuing People Now' and the Care Act.	✓		BI
	Knowledge of Safeguarding Adult Procedures, benefits system, current legislation / codes of practice.	✓		BI
	Knowledge of person-centered planning tool kits, including Care Plans, ELP, PATH, MAPs and One-page profiles.		✓	AF
	Knowledge of the accessible information standards.		✓	BI
	An understanding and commitment to Equal Opportunities.	✓		AF/BI
	Familiar with COSHH Regulations	✓		AF/BI
Skills	Able to make and take decisions, work independently and as part of a team.	✓		AF/BI
	Developed competence in developing and reviewing support plan documents.	✓		AF/BI
	Able to train staff to meet the needs of the service specific to individual support plan needs.	✓		BI
	Good numeracy, literacy, communication, interpersonal and presentational skills including computer literacy (Excel/Word.)	✓		AF/BI
	Demonstrates positive and strategic awareness.		✓	BI
	The ability to assess, plan and implement and evaluate care plans.	✓		AF/BI
	The ability to record information accurately and professionally.	✓		AF/BI
	The ability to chair service user meetings, ensuring this is done in an inclusive way.	✓		AF/BI

	The ability to devise, deliver and evaluate training.		✓	AF/BI/RF
Other	Positive and empathetic.	✓		BI
	Physically and emotionally capable of undertaking duties.	✓		AF/BI
	Able to attend work flexibly within a 24/7 context including weekends if required to meet the needs of the service users.	✓		BI
	Be willing to undertake training in accordance with the needs of the service.	✓		BI
	Be in possession of a full UK driving license and have access to a car.	✓		AF

Additional Information (*Delete as Applicable)			
* Disclosure and Barring Services (formally known as CRB)	This post is identified as involving working with vulnerable people, or is a position of trust. Employment is subject to an acceptable Enhanced DBS disclosure. Further guidance will be provided at the appropriate stage of the selection process		Assessment Key
		A F	Application Form
		B I	Interview
		R F	References
		W S	Work Sample
		A T	Ability Test
		P T	Psychometric Assessment

<insert employee's name>	Signed:		Date:	
--------------------------	---------	--	-------	--