

## Role Profile

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|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>      | Support Coordinator                                                                                                                                                                                                    |
| <b>Team:</b>           | Hansel Supported Living Services                                                                                                                                                                                       |
| <b>Reports to:</b>     | Assistant Manager                                                                                                                                                                                                      |
| <b>Period of Post:</b> | Permanent                                                                                                                                                                                                              |
| <b>Location:</b>       | Primarily within the Hansel Ayrshire Supported Living Services Office in Broadmeadows and throughout the Ayrshire area                                                                                                 |
| <b>Hours of Work:</b>  | 39 per week<br>Additional hours may be required to be worked in order to meet the needs of the service. You will share responsibilities to support local emergency on-call operating procedures on a rotational basis. |

### Job Purpose:

To assist the Service Manager and Assistant Managers to provide a wide ranging and responsive community-based service ensuring the delivery of quality, person centred support.

### Key responsibilities:

To provide first line management support to team members.

To engage and manage team members to support the delivery of quality, person centred support.

Contribute to the service provision and development.

To maintain effective communication.

### Key Activities:

The postholder will be responsible for the following activities:

#### To provide first line management support to team members.

- Ensure rotas are implemented to meet the needs of our customers and manage the coordination of the team to provide an effective and efficient service.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Implement and monitor service systems and practices in line with policies and procedures and legislative requirements.
- Conduct risk assessments.
- Ensure all relevant written records are accurately maintained.
- Maintain confidentiality at all times.
- Produce reports as required by the Service Manager.
- Participate in the on-call rota.

#### To engage and manage team members to support the delivery of quality, person centred support.

- Provide direct supervision and line management to team members.

- Lead and support team members in writing, implementing and reviewing outcome-based support plans and risk assessments.
- Identify team members learning and development needs and plan to meet these in conjunction with the Service Manager.
- Promote a culture of trust and respect.

#### Contribute to the service provision and development.

- Provide direct support to our customers as and when required.
- Contribute to person centred/outcome-based support planning as required.
- Identify and discuss social inclusion opportunities.
- Support the implementation of new initiatives.
- Encourage participation from our customers and families/carers.

#### To maintain effective communication.

- Participate in the development and maintenance of effective communication systems.
- Contribute to and participate in regular team meetings.
- Establish and maintain effective communication with families and other relevant individuals.
- Ensure the relevant people are involved in the planning and review of support and receive regular updates as required.

#### Leadership and people management:

- Ensure team members are developed, and have the competencies and empowerment to meet standards for service and performance.
- Ensure individual targets are set, as appropriate, and monitor performance and progress.
- Ensure team members are managed effectively by adhering to our People Policies.
- Manage the co-ordination of the team to provide an effective and efficient service.
- Promote the development of team member skills through supervision, personal development discussions, coaching and counselling, identifying training needs and providing training either personally or through other appropriate sources.

#### Organisational activities:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

*This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.*

| PERSON SPECIFICATION                                                                                                           | ESSENTIAL | DESIRABLE |
|--------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>EXPERIENCE</b>                                                                                                              |           |           |
| Minimum of 2 years direct experience of supporting individuals with learning disabilities/complex health needs.                | ✓         |           |
| Experience of providing supervisory support to a team.                                                                         |           | ✓         |
| Experience of person-centred care planning and risk assessments.                                                               | ✓         |           |
| Experience of working within a supported living service.                                                                       |           | ✓         |
| <b>EDUCATION AND TRAINING</b>                                                                                                  |           |           |
| Minimum of SVQ Level 3 in Health and Social Care or equivalent.                                                                | ✓         |           |
| <b>KNOWLEDGE &amp; SKILLS</b>                                                                                                  |           |           |
| Thorough knowledge of social care legislation and best practice.                                                               | ✓         |           |
| Ability to plan and organise own workload.                                                                                     | ✓         |           |
| Ability to motivate other team members.                                                                                        | ✓         |           |
| Proficiency in the use of computerised information systems including Word, Excel, databases and internet research.             | ✓         |           |
| Ability to operate effectively as a member of a team or on own initiative as required.                                         | ✓         |           |
| <b>CREATIVITY &amp; INNOVATION</b>                                                                                             |           |           |
| Ability to identify social inclusion opportunities for our customers.                                                          | ✓         |           |
| <b>COMMUNICATION</b>                                                                                                           |           |           |
| Excellent interpersonal and influencing skills and able to communicate effectively at all levels.                              | ✓         |           |
| Experience of representing an organisation at meetings, review and other relevant events.                                      |           | ✓         |
| Ability to collate and present information in a range of formats.                                                              | ✓         |           |
| <b>DECISION MAKING</b>                                                                                                         |           |           |
| Strong delegation skills.                                                                                                      |           | ✓         |
| Excellent problem-solving skills.                                                                                              | ✓         |           |
| Ability to effectively manage competing demands.                                                                               | ✓         |           |
| Ability to participate in the service's on-call emergency rota and resolve issues or provide advice and guidance as necessary. | ✓         |           |
| <b>DIVERSITY</b>                                                                                                               |           |           |
| Champions respect for diversity                                                                                                | ✓         |           |
| <b>OTHER ATTRIBUTES</b>                                                                                                        |           |           |
| Prepared and able to work outside normal working hours to meet the needs of the service.                                       | ✓         |           |
| Full UK Driving Licence and access to a vehicle for work purposes                                                              | ✓         |           |