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POSITION	SUPPORT COORDINATOR
RESPONSIBLE TO	REGISTERED MANAGER
DIRECT LINE MANAGER	AREA TEAM LEADER

This job description is a statement of the core duties of the Support Coordinator, but it is not an exhaustive list. The Company may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.

SUMMARY OF ROLE

- To provide a needs-led service to service users by allocating supporting Team Leaders to allocate work to Care Support Workers and adopting a person-centred approach that gives each person the strongest voice with regards to decision making and lifestyle choices.
- To offer support and guidance to team members and service users, both in the working day and as part of "On-call" duties.
- To follow and uphold Serendipity Healthcare Ltd policies and procedures and ensure Care Quality Commission standards are met for Service Users.

PRINCIPLE RESPONSIBILITIES

1. MANAGE YOUR OWN RESOURCES

- Know the requirements of your job role
- Manage your own personal development and take part in any training required to stay current in your role
- Manage your own performance and ensure you meet or exceed set targets.
- To deputise for the Team Leader as required in their absence
- To carry out On Call duties, overnight and at weekends where required on a rota basis as determined by the management. When On-Call, provide telephone support and assistance to Care Support Workers and Service Users; be available to be called out as necessary; keep company mobile phone charged, in good condition and about your person; respond to all calls, texts or voicemails in a professional and constructive manner
- To enter all relevant information onto the 'Care Free' and 'Pass' systems as soon as possible
- Participation in general administration as required by the organisation
- To support and facilitate the growth of the company in all aspects of the role
- To work flexibly as required by the needs of the service

2. PROVIDE LEADERSHIP FOR YOUR TEAM

- i. Develop and maintain good communication with the members of your team.
- ii. Undertake supervisions and spot checks of care staff in line with organisational needs and targets, offering constructive feedback and support where required
- iii. Monitor the activities of your team and report any concerns or issues to your line manager
- iv. Identify any team member training requirements to ensure that service users are cared for by suitably trained staff
- v. Ensure that all team members attend required training as allocated and that adequate travel time is allowed after service user visits
- vi. Negotiate with team members regarding availability for work

3. ALLOCATE AND CHECK WORK IN YOUR TEAM

- i. Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development
- ii. Cover carer absence at short notice, prioritising workloads as required
- iii. Brief team members on the work they have been allocated and the standard / or level expected
- iv. Identify and report unacceptable / poor performance to line manager
- v. Provide information to line managers to enable effective appraisals to be conducted
- vi. Ensure staff with contracted hours are allocated work up to and beyond their contracted allowance
- vii. Amend staff rotas and reissue as demanded by changes to service delivery requirements

4. PARTICIPATE IN MEETINGS

- i. Attend all required meetings
- ii. Feedback required information to team members following meetings

5. ENSURE HEALTH & SAFETY REQUIREMENTS ARE ADHERED TO AT ALL TIMES.

- i. Have an understanding of and follow policies and procedures at all times
- ii. Identify and report all aspects of the workplace which could harm yourself or other people

6. SUPPORT CUSTOMER SERVICE AND RESOLVE SERVICE PROBLEMS.

- i. Contribute to service user care plans and assessments and updates as required
- ii. Gather information through service user reviews and report any customer service issues to your line manager.
- iii. Complete service user reviews in a timely manner and in-line with organisational needs and targets
- iv. Attend service user care reviews where required
- v. Liaise with service users and third parties (Social Workers, Occupational Therapists etc.) to ensure that service user needs are met and issues resolved
- vi. Ensure all complaints and concerns are documented and reported to the Registered Manager

7. COMPANY REQUIREMENTS

- i. Treat all staff and service users equitably and respectfully in all aspects of the role
- ii. Carry out any other reasonable duties as dictated by the needs of the Service or as identified by the Manager/Directors

Signature: (Support Coordinator)	
Date:	
Signature: (Manager)	
Date:	

PERSON SPECIFICATION – SUPPORT COORDINATOR

Qualifications	
Level 2 NVQ/QCF in Health and Social Care (or equivalent)	Desirable
Level 3 NVQ/QCF in Health and Social Care or willing to work towards	Essential
Level 2 NVQ/QCF Team Leader (or equivalent)	Desirable
Level 3 NVQ/QCF Management (or equivalent)	Desirable
GCSE A-C (or equivalent) in maths and English	Desirable
Experience	
Experience of supervisory management in the care provision sector	Desirable
Experience of customer care / handling complaints /problem solving	Desirable
Skills	
Able to work as part of a team	Essential
Excellent written and verbal communication skills	Essential
Good organisational and planning skills	Essential
Able to work independently and use own initiative	Essential
Able to multi-task and manage difficult situations calmly and effectively	Essential
Able to motivate, lead and inspire team members	Essential
Knowledge	
Knowledge of CQC fundamental standards	Desirable
Knowledge of general IT systems – Microsoft Office etc.	Desirable
Knowledge of relevant legislation e.g. Mental Capacity Act 2005	Desirable
Knowledge of 'CareFree' management system	Desirable
Knowledge of the 'PASS' care planning system	Desirable
Personal Characteristics	
Professional approach to work	Essential
Tactful and diplomatic approach when dealing with staff and service users	Essential
Positive and enthusiastic about the care sector and the business	Essential
Committed to continuous improvement of the service, systems and personal development.	Essential
Others requirements	
Able to work flexibly, including bank holidays, evenings and weekends	Essential
Full driving license and access to a vehicle	Essential