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| **Support Co-ordinator****– Hotel In The Park, Tower Hamlets, Respite Care home** |
| **Department:** Care & Support | **Reports to:** Deputy Manager, Team Manager or Area Manager |
| **Direct Reports:** n/a/TBC |
| **Responsibilities/ Overview of Role*** Provide high quality care and support services to customers
* Coordinate customers care packages – tracking hours delivered and maintaining banking hours system
* Research, plan and scope out new opportunities and activities for customers
* Provide a key work service to customers, discussing support needs, identifying risk and completing support plans and risk assessments.
* Manage and update data on Iplanit (online support planning system) or any other documentation put in place in this respite service
* Link customers with opportunities in the community
* Undertake partnership working and networking with other stakeholders
* Provide line management for support workers, volunteers and apprentices
* Provide advice, support and direction for support workers including shift management (where directed)
* Take a lead role for clinical areas of operational delivery as requested
* Work in one or a number of services or across one floating support team
* Provide cover for other services within the area team if required - (this will be in a similar type of service)

**Putting Customers First*** Uphold the rights of customers to be involved at all levels of decision making
* Respect the wishes of customers at all times

**Financial and contractual responsibility*** Follow procedures and policies at all times when purchasing goods to include use of petty cash
* Consider value for money when carrying out all work activities
* Support customers to manage their finances as per policy where required
* Raise any concerns about the safety or abuse of a customer’s finances to a line manager
* Provide hours of care and support to individual or groups of customers as requested by line manager
* Report to manager where care or support has not been provided for any reason

**Staff management and Service delivery*** Act as a role model at all times
* Provide supervision to support worker, volunteers and apprentices as requested
* Provide advice, support and guidance to support workers as required
* Allocate daily tasks during a shift as requested
* Facilitate customer involvement in any recruitment and selection processes as requested
* Act as a champion for one area of business as required
* Responsible for delivering quality care and support services to customers
* Coordinate customers care packages – tracking hours delivered and maintaining banking hours system
* Carry out high quality key working for one or several customers as requested ( if applicable)
* Maintain records and report activities in an accurate and timely way following up to date policy and guidance
* Inform managers where you are unable to complete key working tasks or update support or risk plans
* Treat customers with dignity and respect at all times putting their needs at the forefront of all decision making
* Carry out personal care in a safe and appropriate way following guidelines, policies and procedures and to act as a role model, providing advice and guidance to support workers carrying out personal care activities
* Read all policies procedures and support plans relating to any personal care activity being carried out
* Take the lead in developing, reviewing and maintaining guidelines
* Provide information to managers about changing customer needs and wishes to ensure the appropriate resources are provided
* Work closely with HR and Management to match support workers to customers’ requirements to ensure a good quality match and in turn - continuity of care
* Provide support, direction and guidance to aid support workers to deliver quality services
* Provide both direct and in-direct support to customers across a team area as required.
* Participate in inspections as requested
* Work hours will/may include evenings, weekends and bank holiday working
* Respond to enquiries from customers and/or their families and accurately record the information and promote
* Advise customers, next of kin and advocates on care and support issues

**Additional Responsibilities*** Undertake preparation, planning and implementation of work with complex caseloads
* Provide specialist skills, advice, and experience or otherwise to others working with someone with complex needs as appropriate
* Work in a co-operative way at all times with other departments and external agencies
* Act as an ambassador for Outward at all times
* Read and follow the code of conduct at all times as well as all policies and procedures
* Take personal responsibility for the safety of self and others at all times
* Work responsibly and appropriately with due regard to confidentiality, commercially sensitive information
* Comply with all legal and regulatory responsibilities as may fall to be applicable
* Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role
* Responsible for informing line manager where there is a health and safety concern
* Take all possible measures to keep customers safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures
* Report repairs and liaise with HM/Landlord on minor property issues, lead on sign ups processes, referrals and assessments, and follow up any in-action

This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager. |