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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. | |