

Job Title: Co-Ordinator	Role Profile Number: PCDN42
Grade: M Salary:	Date Prepared:
Directorate/Group: Adult Social Care – In House Provider Services	Reporting to: Deputy Manager
Structure Chart attached:	Yes

Job Purpose

The Coordinator will provide practical, emotional and physical support for people with disabilities in a day centre environment.

The Coordinator will carry out tasks involving direct and indirect care in support of the service users.

Working as part of the management team the postholder will maintain high standards of care for service users by monitoring and supporting the care team to promote Swindon Borough Council Policies and Procedures and Care Standards Regulations. The Coordinator will be required, on occasions to deputise for the Manager ensuring that the service provided meets all required standards.

The postholder will participate in the working rota, which includes evening and weekend shifts as required. They may also be asked to work with other service user groups at the discretion of the manager

Key Accountabilities

1. To supervise and support staff working within the unit in providing a user led service, which can respond flexibly to the assessed needs of service users and their carers.
2. To participate in the assessment and care/support planning process. To continuously assess service user needs and monitor the aims, objectives and outcomes of the care/support plan.
3. To supervise and monitor staff to ensure care plans are being followed and the quality of services delivered reach the standards.
4. To be responsible for ensuring all Medication Policies and Procedures are met to ensure service users medicals are maintained. To support service users in all aspects of administering medication as prescribed by GP, consultant or prescribing nurse in line with Swindon Borough Council's Medication Policy. To administer medication to service users where necessary as set down in individual service users care plans
5. To attend training courses to improve and broaden knowledge and skills base to keep up to date with current issues. To participate in the training and induction of new care staff.
6. To be involved in providing personal care for service users. To encourage and enable service users to develop and maintain skills to maximise independent living and to participate in the monitoring

of service users mental and physical health.

7. To attend all staff meetings
8. Maintain accurate and up to date records of work with service users, including report writing of occurrences, medication reporting any accidents or incidents that occur
9. To provide physical, emotional and spiritual support to meet the needs of service users in accordance to their personal care plans. To plan, prepare and lead activity groups based on the needs of the service and service users based on a needs led service.
10. To assist in providing regular supervision and appraisals as instructed by the unit manager.
11. To be part of the management team taking on responsibilities delegated by the unit manager.
12. To participate and organise a range of formal and informal meetings regarding service users needs, including service reviews.
13. Work with and liaise with other professionals involved with the service users for example, GP, social workers, district nurses, podiatrist,

Supplementary Accountabilities

1. To promote a professional approach and motivate a good team attitude.
2. To support the staff team in providing a service which takes account of the Councils statement of philosophy, aims and rights of all service users.
3. To work to and adhere to the principles of all Swindon Borough Council policies and procedures, including Confidentiality, Data Protection Act, all Health and Safety policies, Manual Handling,
4. To support and help implement decisions made by the unit manager. Maintaining an effective system of communication throughout the team whilst respecting the confidential nature of the work.
5. Take all precautions towards the safety of other staff, service users and visitors.
6. To ensure professional boundaries of you and the staff team are monitored and maintained

Knowledge & Experience

- Experience of caring for vulnerable older people
 - Experience of working in the community or care home on a one to one basis with service users
 - Knowledge of anti- discriminatory practice
 - Knowledge of Health and Safety and manual handling issues
 - Understanding of the need to keep within professional boundaries
 - Experience of loan and team working
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- Good verbal and communication skills
 - To be flexible to do tasks outside of normal duties after consultation
 - To be physically flexible and fit to work in confined spaces, e.g bending to assist with items of clothing, personal care, assisting service users to transfer from wheelchairs to chairs, physio equipment and from chair to stand

- May need to drive the min bus to and from activities
- May need to be a key holder for access to the building
- To be competent to compiling risk assessments
- To be responsible to maintain monetary records

Qualifications

- NVQ Level 3

Decision Making

- Solving issues for service users, as they arise
- To liase with the unit manager on service user issues
- To make the necessary referrals to other professionals regarding the safety and well- being of the people using the service.
- To make day to day decisions ensuring the service user and staff safety is up held
- To be able to care manage the day centre in the absence of the manager to organise and direct the care staff team in the event of any emergency

Creativity and Innovation

- To be aware of team dynamics, roles and responsibilities
- To support the manager with the Quality Assurance Systems.
- To support the manager with change not only within the unit but also within Swindon Borough Council.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Support Worker <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Delivery of sessions • Support to service users 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

- To develop and maintain good communication with all relevant agencies and service users families and social contacts, whilst only sharing information on a “need” to know basis

- To participate in meetings as required by the manager
- To maintain relationships with other professionals, outside agencies, voluntary or private sector.
- To work in other units if and when required

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	