## ABOUT MCSENCE GROUP

The McSence Group is an award-winning Social Enterprise formed in 1988 as a response by the community of Mayfield and Easthouses in Midlothian to the devastating effects of pit and factory closures in the area. Incorporated as a charity, the group now comprises four companies providing a wide range of services including Care at Home, managed workspace, property development, property maintenance, commercial cleaning, training, consultancy and economic development support. The business is owned by the community in which it is based and is governed by an unpaid board of volunteer Directors. All profits made by the group are either invested in new business ventures or returned to the community in the form of grants to voluntary bodies or individuals in need.

**McSence is looking for a Companionship Care Coordinator with the right qualities and values to join our Team in building a successful quality Companionship and Home Help service.**

## ABOUT MCSENCE COMPANIONSHIP SERVICE

The objectives of the Companionship Service are to provide 1-2-1 Companionship care to vulnerable, mainly elderly, service users in their home / own environment:

* Focused on **localised** delivery by recruiting and developing people as Companionship Workers who have the values to work in the care sector with every effort will be made to recruit staff who are living close to the clients’ home to encourage **reliability and stability**
* **Provide continuity** for the client and the Companionship Worker
* Ensures stability of staffing where **consistency** builds authentic relationships
* Provides a flexible service to older people and their informal carers
* Adapt to the changing profiles and aspirations of older people

**Our Values Base**

* Valuing our staff and the people we work with
* Offer skilled companionship to enable people supported by us to achieve their optimum well-being
* Creating authentic relationships with our clients
* Treat all people supported by us and who work for McSence with respect at all times
* Uphold the human and citizenship rights of all who work with us and of all clients
* Support individual choice and personal decision-making as the right of all clients
* Respect and encourage the right to independence of all clients
* Recognise the individual uniqueness of clients, staff and partners
* Always respect individual requirements for privacy and treat all information relating to individuals confidentially

## JOB DESCRIPTION – COMPANIONSHIP CO-ORDINATOR

**Company:** McSence Communication – Companionship Service

**Reporting to:** Service Manager for Home Help & Companionship Service

**Driver:** Clean current driving licence and access to a vehicle is essential

**Benefits:** Pension Scheme, PVG, Paid Training, mileage allowance

**Office Location:** McSence Business Park, Mayfield, Dalkeith, Midlothian, EH22 5TA

**Area(s) of work:** East Lothian & Midlothian

**Salary:** £10.50 per hour for Co-ordinators role depending on experience

**Hours:** 37.5 hours per week with flexibility available where some evening & weekend work may be required

**Overall Role Purpose**

**The Companionship Coordinator role is about…**

* **Supporting the Service Manager** in the supervision of Companionship Workers and has the vital role / priority of ensuring excellent direct client support. Compliance with the organisation’s values, policies and procedures to ensure that clients and families receive the quality service they want is essential.
* **Providing direct client support** which is key in establishing the needs and preferences of clients - particularly when setting up new support services during the induction/probation of new staff, in providing support and training to staff, to ensure the quality of service provision.
* **Providing cover in the event of emergencies** or other unforeseen circumstances where you will often accompany an older person to places of interest - shops, classes, favourite cafes, galleries etc plus provide stimulating company in someone’s home

**Job Areas & Responsibilities**

**You will be responsible for….**

**Personal Planning with Clients, Families and Other Professions**

* Meeting clients and their families to gather information on their needs and assess which member of staff would be a good match for their companionship. Develop personal plans and undertake risk assessments.
* Work with the Service Manager to liaise with healthcare and other staff in creating personal plans
* Ensure Workers are familiar with the personal plans and the needs of the clients
* Identify special requirements of clients which require training for staff to implement

**Staff Management**

* Provide day to day support to line management in the supervision of staff
* Develop and manage staffing rotas
* Ensure all clients are informed in advance if there are changes to their times or Worker
* Support staff in their delivery through effective supervision and appraisal arrangements
* Ensure all Workers have the information and training they need to be able to fulfil their duties
* Work alongside Workers when they are undergoing their induction training so new staff can shadow and learn the standards expected of them
* Keep training records up to date and meet with staff to identify their personal development and training requirements

##  EXPERIENCE, QUALIFICATION, SKILLS, KNOWLEDGE & PERSONAL QUALITIES

**Experience, Skills & Knowledge**

* Understanding of the health and social care sector including knowledge of regulatory responsibilities
* Experience of preparing and managing staff rotas for companionship workers
* Competent in using IT including word, outlook, excel, data-input
* Excellent organising, negotiating skills and communication skills in day-to-day interactions with colleagues, managers, clients and customers
* Experience in supporting vulnerable people within their own homes in a health and social care setting

**Personal Attributes**

* Personable, professional manner with ability to deal fairly and consistently with workers
* Positive and self-motivated
* Trustworthy in ensuring confidentiality, honesty and integrity in all interactions with colleagues, managers, clients and customers
* Commitment to the vision and values of McSence Group
* Commitment to own personal development including working towards SVQ level 3 in Health and Social Care (if not already achieved) and SSC Registration

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|  | **Group of Companies is an Equal Opportunities and Disability Confident Committed Employer and welcome applications from Black and Minority Ethnic (BME) communities.** |