

## KINGDOM SUPPORT & CARE

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Assistant Service Coordinator
<b>JOB GRADE:</b>	There are 2 salary points, depending on whether you have a relevant qualification as determined by the Scottish Social Services Council <ul style="list-style-type: none"><li>● Unqualified salary (point 18), salary £27,503 per annum.</li><li>● Qualified salary (point 19), salary £28,199 per annum.</li></ul>
<b>ACCOUNTABLE TO:</b>	Coordinator / Support & Care Manager or such other senior staff member who may be appointed

### **OVERALL AIM OF THE JOB**

To provide quality housing support and care to supported individuals in accordance with our aims, objectives, ethos and mission statement. To work effectively as part of a team with supported individuals, promoting social inclusion, maximum independence and choice in their lives. To recognise and encourage the right of supported individuals to be consulted about all areas of their life and to assist them make informed choices and decisions. To work in a professional manner meeting National Care Standards, setting appropriate boundaries and treating work as confidential.

### **MAIN TASKS OR ACTIVITIES OF THE JOB**

#### **Housing Support**

1. To be involved, where appropriate, in the assessment and selection of potential applicants for the service.
2. Take responsibility of a keyworker role with a specific supported individual or group of supported individuals.
3. Prepare, implement, deliver and evaluate person centred support programmes.
4. Participate in the ongoing assessment of all supported individuals needs and risks.
5. Arrange review meetings, provide written reports, minute taking and implementation of changes to the support programme as agreed by the supported individuals.
6. Support the service users in the maintenance of their home, ensuring that it reflects their individual tastes and wishes.
7. Support the supported individual to report any defects and repairs promptly.
8. Ensure good liaison with family / carers and professionals for the benefit of the supported individual.
9. To develop an open and sensitive dialogue with supported individuals, family / carers and colleagues for the benefit of the individuals and the overall development of a quality service. Provide relevant communication support, where appropriate.
10. Assist supported individuals in their dealings with external agencies and ensure their needs are clearly stated according to their wishes. Where appropriate and agreed by the supported individual, involve the services of an independent advocate.

11. Ensure supported individuals are clear about systems for making complaints if they are unhappy about any aspect of the service and to assist them, where appropriate, in putting their complaint in writing.

### **Personal Care (where required)**

12. Assist supported individuals with personal care, for example bathing, dressing, eating and drinking.
13. Accompany supported individuals to social and employment activities.
14. It is expected these tasks will be undertaken in a manner which ensures the supported individual's dignity and respect is maintained.

### **Service Administration**

15. Ensure supported individuals are in receipt of all appropriate benefits and allowances and accurate records are maintained.
16. Carry out regular auditing of finances, medication and health and safety checks.
17. Support individuals to pay accommodation charges, where applicable and meet all other financial responsibilities.
18. Keep accurate and up-to-date records and assist in the maintenance of sound administrative systems, following all approved policies and procedures.
19. Use IT systems to write reports, guidelines, prepare rotas and complete outcomes-based support plans.
20. Participating in minute taking, chairing etc to the effectiveness of the staff team ensuring these meetings are given appropriate priority by regular attendance.
21. Be supportive in adopting a positive team approach to develop an open and honest working environment to benefit our supported individuals and colleagues.
22. Participate in the overall monitoring and development of the service provided to supported individuals.
23. To provide supervision, both formal and informal, to support staff.
24. To debrief and support staff following incidents ensuring accurate records are kept and follow up actions are completed.

### **Legislation / Organisational Policies**

25. Assist in complying with the national standards, identified for each service, by the Care Inspectorate.
26. Assist in complying with the requirements of the Scottish Social Services Council.
27. Assist in complying with health and safety requirements, including food hygiene, environmental health and fire regulations in accordance with the Health and Safety Manual.
28. Assist in ensuring the staff base and common facility meet the requirements of health and safety and are kept to a high standard of decoration and cleanliness for supported individual use, where appropriate.
29. Assist in complying with Fife Council's contract requirements, achieving best value.
30. Work in accordance with our policy procedures, employee conduct policy, code of practice, guidelines, objectives, ethos and philosophy.

## **Promote Social Inclusion**

31. Assist in the planning and organising of social and leisure activities for supported individuals, where appropriate.
32. Encourage supported individuals to make use of educational and social opportunities in the wider community.
33. Assist supported individuals to develop natural friendships and networks with the local community.
34. Promoting positive risk taking to ensure supported individuals reach their full potential.

## **Other Duties**

35. To be accountable for the smooth running of the Service in the absence of the Coordinator / Support & Care Manager.
36. Any other duties which may be required from time to time by the Coordinator / Support & Care Manager or such other senior staff member who may be appointed.

## **Training**

You may be required to undertake a 2 day training programme called Crisis, Aggression, Limitation and Management – CALM. This training is designed to teach staff about managing the challenging behaviours of a supported individual in order to reduce the risk of harm and train staff in the skills necessary to de-escalate challenging behaviour. The training will also cover physical intervention / restraint systems in order to protect the supported individual and / or others from harm. Staff will need to complete an assessment of their physical health to be able to undertake and meet the physical demands of this training.

Moving and Handling training will also be provided for staff to assist them in developing skills to follow correct health and safety procedures.

Specialist Moving and Handling training will be provided for staff to help them develop the knowledge and skills necessary to provide specific assistance and support to supported individuals.

You will be required to undertake a range of training appropriate to the Service in which you work.

## **Other Features of the Job**

The hours of work are as per detailed in the contract of employment, worked in accordance with the needs of the Service.

Shift working and sleepovers will be required to meet the needs of the individual services, split-shift working, sleep in and waking night duties may be required.

You will be required to have access to your own car for work and drive supported individuals' cars as part of their support.

It is expected that all staff will participate in the overall development of the Service, providing a flexible and responsive approach in meeting the needs of the supported individuals.

It is likely the duties listed may need to be varied to suit the changing requirements of the Support & Care Service.

Kingdom gives every encouragement to members of staff to undertake training for approved courses including financial assistance where appropriate and the Support & Care Service is committed to SVQ training for all staff.

It is a requirement for all staff to register with the Scottish Social Services Council (SSSC) and this must be done within the first 6 months of taking up post. Staff must achieve the relevant SVQ qualification within the timescales set by SSSC.

**Job Location**

You will be required to deliver Support & Care Services in a geographical area and will have access to an administrative base within that area. However, you may be required to work and operate at any of our Support & Care Services to meet the needs of the Service. We reserve the right to either temporarily or permanently move you to another location.