

Support Co-ordinator

Job Description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

1. JOB DETAILS

Job Title: Support Co-ordinator

Department: Fortune Works

Reports to: Head of Social Enterprise

2. OVERALL PURPOSE OF THE JOB

To undertake a senior role in the care and support of service users with a range of learning disabilities, and to encourage their participation in group activities in order to gain skills and confidence.

To play a lead role within the staff team, and contribute positively to the development of the service.

3. ACCOUNTABILITIES

a. To provide support to staff to organise activities carried out at/by the centre which is at all times responsive and sensitive to a range of individuals' particular special needs.

b. To support staff to encourage social interaction between service users and their appropriate involvement in a range of group activities.

c. To provide appropriate guidance, information, advice and signposting to staff, volunteers and service users on aspects such as behaviour, healthy eating, paperwork completion and emotional issues.

d. To deal effectively and appropriately with any disruptive behaviour which might be encountered.

e. To organise, supervise, guide and instruct staff to complete any contract work which the centre may be asked to provide and if necessary, to liaise with external organisation on deadlines and outputs required.

f. To liaise with external parties such as families, carers, social workers and other specialists or organisations, in order to provide high quality and flexible support to all service users.

g. To take a lead role in reviews, support planning and person-centred support along with support staff and their key group to prepare and co-ordinate service user's reviews and outcome based support programmes. To assist staff to prepare accurate activity logs and review reports (using the computer) on a regular basis.

- h. To take a flexible approach to tasks and activities undertaken and fill in for other workers as required i.e. covering sickness and holidays.
- i. To drive the minibus if required, in order to ensure that all service users are appropriately transported to and from external activities organised by the centre.
- j. To take a lead role and adhere to health and safety procedures at all times, to ensure the health, safety and welfare of all service users, staff, volunteers and visitors and to complete all necessary paperwork such as incident reports thoroughly and quickly.
- k. To raise any issues to the Head of Social enterprise which require specialist, financial or additional support or for which additional advice is necessary.
- l. To take a lead role in the daily team discussion regarding ongoing work, organising activities and to inform support workers at these meetings of any issues which might arise or of any useful information.
- m. Although not the core/main focus of the role, as required, to provide personal care to service users.
- n. To mentor, induct and support staff, volunteers and service users and to assist in the completion of appropriate paperwork and reviews to support their work.
- o. To participate in the daily responsible person rota and when on rota, to chair team meetings, field enquiries and to ensure premises are secured at the end of the day.
- p. To play a role in staff supervision.
- q. To adhere to all operational policies and procedures of Enable Glasgow and Fortune Works.
- r. To participate in any relevant training identified by the Head of Social Enterprise or as required by regulatory framework.
- s. To act as a senior member of staff in the service in the absence of the Operational Manager.
- t. To remain aware of and apply ideas on good practice relating to the support of people with learning disabilities.
- u. To undertake other similar and appropriate duties as required.

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may reasonably be expected to undertake.

4. ADDITIONAL COMMENT – *Add any information which is significant but not covered elsewhere in this description.*

The role involves occasional out of hours working for which time off in lieu of payment will be awarded.

The role is also one which requires checking under the Protection of Vulnerable Groups. The post holder will be required to undergo regular checking for this and any other regulatory requirement.

Note:

Every job description in the Organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment

Person Specification

4. QUALIFICATIONS

Essential
1. A relevant professional or vocational qualification or the willingness to achieve SVQ level 4 accreditation within an agreed timescale and/or other training relevant to the post or as required by the regulatory framework.
Desirable
2. A relevant professional or vocational qualification or the willingness to achieve Registered Managers Award accreditation within an agreed timescale and/or other training relevant to the post or as required by the regulatory framework.
3. Full clean driving licence.

5. EXPERIENCE/KNOWLEDGE

Essential
1. Relevant experience of providing support, advice and care to individuals
2. Understanding and awareness of the needs of individuals with learning disabilities and of their carers and families
3. Knowledge and understanding of current issues and good practice in relation to supporting people with learning disability in the community
4. A proven commitment to enabling people with learning disabilities to participate in their community and play a valuable social role
5. Experience of record keeping and participation in the process of person-centred care planning
6. Relevant experience and understanding of the Personalisation Process along with the ability to support staff to complete outcome based support plans
7. An understanding of Health, Safety and Welfare within the workplace
8. Experience of leading and working effectively in a team
9. Good communication skills and the ability to play a senior role within the staff team.
10. Experience of providing supervision/training to other people
11. Experience of dealing with external parties such as families, carers, social workers and other specialists or organisations
Desirable
12. Relevant experience in a supported employment setting
13. Experience of dealing with petty cash

6. PERSONAL CHARACTERISTICS/COMPETENCIES

Essential
1. Empathy, patient, confidential and caring approach to service users
2. A value base which promotes dignity, respect, individuality and self-reliance
3. Planning and organising skills to organise activities and meet deadlines
4. Excellent oral and written communication skills
5. Ability to use a computer to produce reports
6. Ability to work independently in a proactive manner but also in a team
7. Ability to deal effectively with disruptive behaviour
8. Sound awareness of legal and regulatory issues relevant to a day service setting.
9. Flexible approach to tasks undertaken
10. Leadership qualities which support staff and service users through periods of change and ongoing development of the service
11. Enthusiasm