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| **Department** | PEOPLE SERVICES |
| **Job Title** | CO-ORDINATOR HOME SUPPORT SERVICES |
| **Grade** | 6 PLUS 7% ENHANCEMENT FOR OUT OF HRS WORKING |
| **Primary Purpose of Job** | To assist the Department to do everything possible to ensure the service fulfils its primary purpose both effectively and efficiently. |
| **Reporting To** | Service Manager – Home Support Service |
| **Staffing** **Responsibilities** | To supervise a dispersed team of Home Support Workers within own area of responsibility ensuring the compliance with and improvement upon National Standards in order to deliver high quality services responsive to individual need. To work with internal/external partners to achieve the best possible outcomes for people. |

**Main Duties**

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| **1** | Develop productive relationships with colleagues and stakeholders. |
| **2** | Actively engage in the safe selection and recruitment of workers and their retention in care services. |
| **3** | Supervise a dispersed workforce to meet the needs and preferences of individuals at home. |
| **4** | Allocate and monitor the progress and quality of work in your area of responsibility. |
| **5** | Assist and contribute to the development of risk management plans to support individuals independence and daily living within their home. |
| **6** | Promote choice well-being and the protection of all individuals. |
| **7** | Contribute to care planning and review. |
| **8** | Contribute to the protection of individuals from harm and abuse. |
| **9** | Contribute to the prevention and management of abusive and aggressive behaviour. |
| **10** | Support individuals to live at home. |
| **11** | Support individuals to retain, regain and develop the skills to manage their lives and environment. |
| **12** | Support individuals to continue therapies. |
| **13** | Move and position individuals. |
| **14** | Administer medication to individuals. |
| **15** | Support individuals to prepare for, adapt to and manage change. |
| **16** | Assist in the transfer of individuals between agencies and services. |
| **17** | Work in collaboration with carers in the caring role. |
| **18** | Enable people with mental health needs to develop coping strategies. |
| **19** | Develop and sustain effective working relationships with staff in other agencies. |
| **20** | Participate in inter-disciplinary team working to support individuals. |
| **21** | Receive, analyse, process, use and store information. |
| **22** | Support competence achieved in the workplace. |
| **23** | Contribute to promoting the effectiveness of teams. |
| **24** | Organise, maintain and support the use of information technology systems and software. |
| **Date Job Description prepared/updated:** | **15.06.17** |
| **Job Description prepared by:** | **C Wilcox** |

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| **Department** | **People SERVICES** |
| **Job Title** | **CO-ORDINATOR – HOME SUPPORT SERVICE** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | The ability to develop and sustain productive working relationships with colleagues within your own organisation, with other partners with whom the organisation works and with identified stakeholders. | Application/Interview |
| 2. | The ability to review, engage and implement systems, procedures and practice for the safe selection, recruitment and retention of workers and to take responsibility to supervise and support staff to ensure that health and care services are meeting individual needs and preferences. | Application/Interview |
| 3. | To be responsible for assessing and monitoring performance in the workplace against agreed standards, giving support and feedback and to fairly allocate and plan the progress and quality of the work of individuals and teams to ensure the required standard of performance is being met. | Application/Interview |
| 4. | To be able to contribute to developing effective team practice and supporting team members to contribute to and fully participate in the team activities to promote the teams effectiveness | Interview |
| 5. | The ability to participate in multi-disciplinary team working to contribute to assessing the needs and preferences of individuals and supporting the development, implementation and review of individual care packages. | Application/Interview |
| 6. | To be able to prepare and carry out risk assessments and develop, agree and regularly review risk management plans for individuals, also to be able to recognise, report on factors that may cause danger, harm and abuse and contribute to minimising the effects of dangerous, harmful and abusive behaviour and practices. | Application/Interview |
| 7. | To have the ability to develop and contribute to supportive relationships that promote choice, independence and protection, which respects the diversity and difference of individuals | Interview |
| 8. | To have the ability to support individuals to identify their personal, physical,support and safety needs, identify and access additional support, therapy and resources and review their needs to identify changes necessary to enable them to live at home. | Interview |
| 9. | To be able to support individuals and key people to prepare for, cope with and manage and review change including supporting individuals as they prepare for transfer, make agency preparations for and supervise individuals during transfer | Interview |
| 10. | To be able to work with carers to identify their needs and preferences and access resources, services, facilities and support groups and review how well the services and facilities meet their needs | Interview |
| 11. | To provide and support people with mental health needs to recognise the impact of their behaviour on others and work with people to develop alternative coping strategies | Interview |
| 12. | To be responsible for receiving, analysing, processing, using and storing information to inform decision making and sharing information appropriately | Application/Interview |
| 13. | To demonstrate the ability to organise, maintain and support the use of information technology systems and software | Interview |
| 14. | To be able to prepare the equipment and environment for moving and positioning and move and position the individual | Application |
| 15. | To have knowledge of the ability to prepare, administer, report and monitor an individual’s medication | Application |
| 16. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | Application / Interview |
| 17. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service. | Interview |
| 18 | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview  |
| **2. Experience/Qualifications/Training etc** |
| 1. | QCF (NVQ) 3 in Care | Application/Interview |
| 2. | To register and work towards level 2 in management | Application/Interview |
| 3. | Knowledge and understanding of relevant legislation and current developments affecting adults/older adults | Application/Interview |
| 4. | 2 years experience of working in a health/social care setting | Application |
| **3. Work Related Circumstances** |
| 1. | The post holder will work flexibly to meet individual assessed need on a 5 from 7 rota basis including evening , weekend and Bank Holiday working | Application/ Interview |
| 2. | This post has been designated an essential car user post. Applicants should have a full current driving licence and access to transport. | Interview |
| 3. | Bolton Council is a Smoke-free Employer | Interview |
| 4. | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time | Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Experience in a supervisory/ training role | Application |
| **2. Experience/Qualifications/Training etc** |
| 1. | Level 2 in management | Application |
| 2. | QCF (NVQ) in Care | Application |

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| **Date Person Specification prepared/updated:** | **15 Jun 2017** |
| **Person Specification prepared by:** | **C Wilcox** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.