 **Job Description**

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| **Department** | **Adult Services** |
| **Job Title** | **Coordinator - Home Support** |
| **Grade** | **GRADE F + 7% enhancement for out of hours 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 |
| **Direct Staffing Reports** | 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, stakeholders, carers and other individuals. | |
| **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, care plans and reviews to support individual’s independence and daily living within their home. | |
| **6** | Promote choice, well-being, and the protection of all individuals from harm and abuse. | |
| **7** | Contribute to the prevention and management of abusive and aggressive behaviour. | |
| **8** | Support individuals to retain, regain and develop the skills to manage their own daily living activities, continue therapies, any changes, and their environment at home. | |
| **9** | Move and position individuals in accordance with safe handling procedures. | |
| **10** | Administer and manage medication to individual in accordance with agreed procedures. | |
| **11** | Support competence achieved in the workplace, ensuring CQC compliance. | |
| **12** | Organise, maintain and support the use of information technology systems and software. | |
| **Date Job Description prepared/updated:** | | **March 2024** |
| **Job Description prepared by:** | | **RC/CH/NT/SY/MW** |

**Person Specification**

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| **Department** | | | **ADULT sERVICES** | |
| **Job Title** | | | **cOORDINATOR – HOME SUPPORT** | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role | |
| **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 and within multi-disciplinary teams to develop, implement, and review individual care packages. | | | Application Form |
| 2. | To follow procedures and practise for recruitment and retention of workers and to take responsibility to supervise and support staff. | | | Interview |
| 3. | To be responsible for assessing and monitoring performance in the workplace against agreed standards and to allocate and plan the work of individuals in the team. | | | Interview |
| 4. | To be able to support individuals and key people to prepare for, cope with, manage and review change. | | | Interview |
| 5. | To demonstrate the ability to organise, maintain and support the use of information technology systems and software. | | | Application Form |
| 6. | To prepare equipment and be willing to move and position an individual. | | | Application Form |
| 7. | To have the ability to prepare, administer, report, and monitor an individual’s medication. | | | Application Form |
| 8. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section. | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | |
| 1. | | Knowledge and understanding of relevant legislation including CQC regulations. | | Application Form |
| 2. | | 2 years’ experience of working in a health/social care setting. | | Application Form |

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| **3. Work Related Circumstances** | | |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs. | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, on a 5 from 7 basis, including evenings, weekends and bank holidays, to meet the needs of the service, between the hours of 7am – 10pm. | Interview |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods. | Interview |
| 5. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s). | Interview |
| 6. | This post has been designated an essential car user post. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | 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. | Desirable: QCF (NVQ) 3 in Care or be willing to work towards. | | Application |

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| **Date Person Specification prepared/updated:** | **March 2024** |  |  |
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**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.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.

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