



**Creative Support Ltd**

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## Support Coordinator

**Reference: 49766**

Barrow in Furness, Cumbria

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

### Closing Date: 30 May 2022

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**

**All candidates are subjected to enhanced DBS checks.**



## **JOB DESCRIPTION – SUPPORT COORDINATOR**

**Barrow in Furness, Cumbria**

**Hours:** 37.5 hours per week, to be worked flexibly to include evenings, sleep ins and weekends, according to the needs of the service. You will also be required to participate in local on call responsibilities. This role is on shift with some off rota management time.

**Responsible to:** Registered Manager / Area Manager

### **Summary of the Role:**

Our services support service users with a range of needs, including learning disabilities.

We are looking for a caring, dynamic and highly motivated person to join the team as a Support Coordinator in our Supported Living Services.

Your role is to support the Registered Manager in providing high quality support across a well-established team. The role will also involve direct support of our service users whilst contributing to staff development and supervision. You will be supporting the Registered Manager in the overall running of the service whilst striving to continuously improve. You will also support with the recruitment of staff, ensuring we deploy staff effectively in line with contractual requirements. You will also have some responsibility in the reporting and notifying of incidents to regulatory bodies.

### **Main Tasks**

- 1.1 To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.
- 1.2 To support the Registered Manager to continuously improve and develop appropriate support plans in full consultation with our clients and other agencies. To assist the Registered Manager with the leadership of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.
- 1.3 To ensure that staff respect and promote the rights and entitlements of people with learning disabilities, and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- 1.4 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor. To ensure that medication protocols are signed and authorised by relevant other

professionals where appropriate. To work alongside management and take delegated responsibility for;

- Health and safety aspects.
- Housing management issues
- Monitoring and evaluation of the service
- Supervision and management of staff
- Carrying out direct Observations of staff
- Assisting with Rota's
- Conflict resolution
- Financial and administration procedures
- Invoicing support
- Support with auditing processes
- Facilitating person centered reviews
- Attending and Facilitating of meetings
- Any other team functions

- 1.5 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.6 To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.
- 1.7 To ensure that the specific needs of service users who have additional problems, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 1.8 To ensure that all service users have Individual Support Plans, Holistic Assessments and Risk Assessments which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co worker and to act as the nominated key worker as appropriate.
- 1.9 To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.
- 1.10 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager and the Duty/On Call Manager.

### Staff Management

- 2.1 To Support the Registered Manager to lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.

- 2.2 To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
- Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
  - Delegating tasks and responsibilities as appropriate
  - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
  - Ensuring that all planned service user activities take place and that all individual programmes are followed.
- 2.3 To have a clear vision for the provision of learning disability services consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
- 2.4 To co-ordinate and deploy staff resources as efficiently as possibly in relation to the needs of service users and the requirements of the service. To produce monthly rotas in line with service provision.
- 2.5 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.
- 2.6 To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 2.7 To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To act as NVQ assessor for staff undertaking NVQ programmes. To coach, train and supervise nursing, social work and other students on placements and to contribute to agency training initiatives.
- 2.8 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.9 To work with other senior staff to ensure the best and most efficient deployment of staff across all Services.
- 2.10 To participate in the recruitment and selection of staff, under the direction of the Service Manager.

### Other

- 3.1 To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly and to accept support, supervision and guidance from senior colleagues.

- 3.2 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 3.3 To comply with and to implement the Equal Opportunities Policy.
- 3.4 To maintain confidentiality at all times, in accordance with the agreed policy.
- 3.5 To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 3.6 All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities, which will include moving and handling and may involve supporting people with personal care needs.
- 3.7 In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 3.8 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 3.9 Any other duties as required.

**PERSON SPECIFICATION – SUPPORT COORDINATOR**  
**Barrow in Furness, Cumbria**



	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
<b>2</b>	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>3</b>	Ability to demonstrate significant understanding of the needs of people with learning disabilities and to be familiar with current views of good practice	Interview	Essential
<b>4</b>	Good written communication skills and the ability to develop support plans and risk assessments	Application, Interview & Case Study	Essential
<b>5</b>	Ability to lead others and to work constructively as part of a team	Interview	Essential
<b>6</b>	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>7</b>	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
<b>8</b>	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
<b>9</b>	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
<b>10</b>	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
<b>11</b>	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
<b>12</b>	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
<b>13</b>	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
<b>14</b>	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Interview	Essential
<b>15</b>	The ability to serve as a professional role model to colleagues	Interview	Essential
<b>16</b>	Demonstrable skills in working effectively with people who have learning disabilities	Interview	Essential
<b>17</b>	Ability to carry out a comprehensive assessment of an individuals care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Interview	Essential
<b>18</b>	You are required to work on rota which will include working flexible shifts covering 7 day week this will include evenings, weekends and bank holidays	Application & Interview	Essential
<b>19</b>	Experience of staff supervision	Application	Essential

		& Interview	
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	<b>QUALITIES REQUIRED CONTINUED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>20</b>	Experience of liaising and joint working with other agencies	Application Form	Essential
<b>21</b>	Experience of supporting people with learning disabilities	Application Form	Essential
<b>22</b>	Experience of consulting with service users and responding to their views in service development and delivery	Interview	Essential
<b>23</b>	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
<b>24</b>	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
<b>25</b>	A relevant professional qualification eg, NVQ4, degree in social care	Application & Interview	Desirable
<b>26</b>	Good standard of general education	Application Form	Essential
<b>27</b>	Good IT literacy (Word, Outlook)	Application & Interview	Essential
<b>28</b>	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
<b>29</b>	Willingness to attend training courses and events	Interview	Essential
<b>30</b>	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

### Pay Structure

<b>Salary:</b>	<b>Up to £11.30 per hour/ £22,035 per annum depending on experience and qualifications</b>	
	<b>Point One:</b>	£10.70 per hour / £20,865.00 per annum
	<b>Point Two:</b>	£11.00 per hour / £21,450.00 per annum
	<b>Point Three:</b>	£11.30 per hour / £22,035.00 per annum

**Please Note:** *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications. New starters under 25 with a degree level qualification will commence on point one of the payscale.*

#### 1. Hours of Work:

37.5 hours per week including weekends and public holidays according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid.

#### 2. Holidays:

25 days plus 8 statutory days pro rata.

#### 3. Birthday Holiday Bonus:

After two year continuous service you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

#### 4. Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### 5. Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### 6. Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and



conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

#### **7. Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

#### **8. Life Assurance:**

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

#### **9. Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

#### **10. Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

#### **11. Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

#### **12. Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**13. Payroll Giving:**

Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

**14. Achieve Q Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**15. Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.  
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**16. Retirement Awards:**

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**17. Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

**18. Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

**19. Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

**20. Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**21. Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**22. Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

**23. Vaccination Policy:**

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.