Staffordshire County Council

Care Coordinator

Grade 9

About the Service

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults. Known internally as 'Provider Services', our mission is to promote opportunities, independence, and choice so that individuals can thrive, and our vision is to be leaders in providing innovative and inspirational care and support.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, Provider Services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities so they can live their best life.

All posts within these services are subject to an enhanced DBS check and will require a pre-employment health assessment as part of the onboarding process.

About the Role

As a Care Coordinator, you will manage the team and undertake support duties to deliver the day-to-day operations of services ensuring an excellent level of care to enable the people we support to have a comfortable and dignified life where they are empowered to achieve their ambitions. As the most senior person on duty, you will be responsible for resolving problems and ensuring the smooth running of the service.

Reporting Relationships

Responsible to: Assistant Manager

Responsible for: Senior Support Facilitator(s), Support Facilitator(s), Cook(s)

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Key Accountabilities:

This job description provides an indication of the main duties involved in supporting individuals across our settings but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the service.

1. Person-Centred Care

- As a Key Worker for designated individuals, assess, develop, implement, and review person-centred support plans and risk assessments for the people we support, consulting with and involving individuals and others where appropriate, ensuring all care and support is personalised, tailored, and meets stated individual outcomes and in line with policy.

- Oversee medication administration and personal inventories, being responsible for safe handling of medications, in accordance with policies and procedures. Administer medication as required, including controlled drugs.

- Oversee individual's personal and other care needs in line with their support plan and desired outcomes, always respecting their dignity and privacy and maximising integration with the local community, utilising community-based activities in a range of locations to meet individual needs.

- Support with the assessment of service referrals.

2. People Management and Leadership

- Ensure the smooth running of the service with day-to-day oversight and direct line management and supervision of designated staff on duty including staff rotas, absence, training, and leave.

- Guide, coach, and motivate all staff, encouraging the development and maintenance of good professional standards in practice and an appropriate attitude to the needs and rights of the people we support.

- Work in partnership with families/carers, other professionals, internal and external stakeholders to coordinate resources to meet the needs of the service and assist the people we support to stay well and in touch with family, friends, and the community.

3. Flexibility and Innovation

- Relate to and ensure the right support for people with learning disabilities and complex needs, including behaviours that challenge and complex health needs, being able to respond flexibly/effectively to changing needs including being creative in supporting individuals to thrive.

- Use systems and procedures to monitor, maintain and improve standards. Support and encourage the use of systems and technology to improve efficiency and services.

4. Meeting Standards

- Ensure the service complies with all relevant regulatory and legislative frameworks in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act, the Care Act 2014, and other relevant legislation, ensuring staff compliance, and completing all relevant notifications as applicable to the service or setting.

- Undertake delegated audits and act on all audit outcomes, tracking progress and reporting results effectively.

- Ensure all records, reports and accounts are accurately maintained and processed, in line with GDPR requirements, privacy and confidentiality agreements.

- Coordinate the implementation of Health and Safety legislation and departmental policy and procedures including risk assessments, safe systems of work and reporting including co-ordinating the fire safety procedures and ensure regular fire drills and checks are carried out as required. Implement and follow infection prevention control procedures, including the correct use of PPE as required.

- Ensure premise and equipment management policies and procedures are implemented.

5. Other Duties

- Drive Staffordshire County Council or private vehicles for work purposes as required.

- To undertake any other duties, which, may from time to time, be allocated commensurate with the grading of the post to ensure the needs of individuals and services are met.

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Person Specification

Qualifications/Professional membership

- NVQ Level 2 qualification in a relevant discipline
- Willingness to undertake a NVQ Level 3 qualification

Knowledge and Experience

- Relevant work experience within a social care provider setting
- Experience with administering medication
- Knowledge and understanding of the needs of people with learning disabilities
- Knowledge of health and safety requirements in social care settings, including safe staffing ratios
- Knowledge of the legislative and regulatory frameworks affecting vulnerable adults
- Knowledge of care planning and reviews and evidence of a commitment to achieving positive, personalised outcomes for individuals
- Knowledge of the principles of person-centred support, active support model and strengths-based approaches
- Knowledge of risk management and positive risk taking and experience assessing, managing, and mitigating risks
- Experience in the management of staff, including supervision and performance management
- Experience of promoting genuine community participation and inclusion for people with care and support needs
- Commitment to maintain a professional knowledge base, staying abreast of developments in the social care field in relation to learning disabilities and national agendas.

Skills

- Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development
- Enthusiastic about working with people with learning disabilities and autism
- Able to be caring, sensitive and patient while supporting people to be as independent as possible.
- Sound judgement and the ability to resolve day-to-day problems, emergencies, and issues
- Conflict resolution and negotiation skills
- Ability to remain calm in challenging situations
- Able to adapt and respond positively to change
- Ability to work effectively under pressure and prioritise workloads

- Ability to manage, motivate, coach and support staff
- Ability to work in a team and nurture a team to reach their potential
- Good communication skills including the ability to communicate effectively with staff at all levels and build good relationships with relatives and other professionals
- Good interpersonal skills, including the ability to relate positively to the people we support
- Good level of information and communication technology skills
- Good level of verbal and written English and numeracy to be able to maintain accurate records
- Physically able to assist with personal care and support needs, which will include moving and handling, the ability to support people who use a wheelchair in the community, and the ability to support with behavioural needs.
- Ability to travel independently across the county to cover work as required

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.