

JOB DESCRIPTION: Specialist Support Co-ordinator - South

REPORTS TO:	Team Leader – Care
DEPARTMENT:	Service Delivery
DIRECT REPORTS:	None
HOURS OF WORK:	37 hours per week
BASE:	Home Based

KEY RELATIONSHIPS

To maintain excellent relationships with:

- Clients
- SSWs
- Members of the clients' informal support network
- Adult Social Care Services
- Health Care Professionals
- AD Care Team, including Managers & Team Leaders
- All other relevant Departments within AD

SCOPE

AD Care Service prides itself on enabling clients to lead more enriched and fulfilled lives, increasing their confidence, reducing isolation, and working with them to achieve their potential and personal outcomes.

This role is there to support the Team Leader in ensuring the smooth running of the service in the region and to provide cover for SSWs as and when required to ensure that clients receive the agreed level of support.

RESPONSIBILITIES AND DUTIES

- Working closely with the Team Leader to ensure that rotas are in place for all clients in the region and agreed in advance in line with deadlines.
- Ensuring responsiveness in dealing with queries from SSWs in respect of the rota.
- Ensuring cover is found when SSW's are absent whether due to holiday or sickness.
- Working with clients and SSWs to ensure support plans are in place and reviewed when required.
- Ensure risk assessments are in place where required and reviewed when required.
- Have responsibility for documentation and monitoring of records e.g. checking clients' files to ensure they are up to date.
- Work closely with TL to provide support as and when required eg to support with recruitment or support with client reviews.
- Weekend phone holder, in line with rota.
- Provide cover for SSWs sickness or leave.
- Act as lead where necessary in absence of TL e.g. sickness or holiday.
- To be responsible as key worker for low dependency level clients
- To recognise, respond, record and refer to reporting procedure for any concerns e.g. safeguarding, incident logging, etc.
- When required, deliver specifically and appropriately personalised support to clients, empowering them to develop independent living skills and facilitating access to the wider community.
- To ensure that client confidentiality is maintained.

- To liaise with the Team Leaders regarding clients' current and emerging support needs and outcomes.
- To attend arranged supervision and team meetings
- To attend agreed training and development opportunities.
- To keep accurate records, including timesheets, client records, etc., and carrying out all the essential administrative tasks relevant to the post.
- To attend and contribute to Departmental / staff meetings as required.
- Undertake any additional duties as requested by Line Managers / the Chief Executive of Action Deafness.

REQUIRED SKILLS

Essential:

- Strong Administration skills.
- Strong IT skills including word, excel and outlook.
- Ability to communicate effectively.
- Organisational skills, including the ability to complete and maintain client records and other relevant paperwork in a timely manner.
- Time management with the ability to ensure deadlines are met.
- Ability to maintain positive interpersonal relationships with clients and those in their support network, colleagues, and other professionals.
- Advocacy skills.
- Deaf awareness.
- Focused on client's needs and desired outcomes
- Understanding of positive risk taking and promoting independence
- Research skills required to source potential activities for clients to access.
- Ability to use own initiative.
- Advanced planning skills.
- Ability to communicate with a diverse range of people in a wide variety of settings.
- Demonstrate a polite, sensitive, professional approach with an understanding of both professional and personal boundaries.
- Ability to work individually and as part of a team.
- Reliable, demonstrate enthusiasm and personal drive.
- A commitment to equal opportunities and the empowerment of D/deaf people.

Desirable:

- Previous experience in a similar senior role.

REQUIRED QUALIFICATIONS & EXPERIENCE

Essential:

- BSL Level 2 (minimum) or equivalent.
- Experience of working in a SSW (or similar) role.

Desirable:

- Adult Safeguarding training.
- Experience of working in the voluntary / statutory sectors.
- Lived experience of Deafness.

REQUIRED COMPETENCIES

Core Competences	Outcomes
Self-Awareness and Management <i>Definition:</i> Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.	<ul style="list-style-type: none"> • Understand the need to be strong and positive in the face of adversity but also recognise areas of one's own weaknesses and when to seek guidance and support. • Seek feedback and consider it carefully. • Look for appropriate opportunities to improve areas of weakness. • Manage emotions so as to minimise negative impact on others. • Consider approach at meetings to suit needs of others, rather than own preferences. • Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers. • Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.
Relationship Building and Team Working <i>Definition:</i> Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.	<ul style="list-style-type: none"> • Demonstrate collaborative team working through integrity and behaviours. • Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment. • Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s). • Challenge others with respect and courtesy. • Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same.
Innovation and Flexibility <i>Definition:</i> The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.	<ul style="list-style-type: none"> • Is innovative, proactive and solution minded. • Is prepared to consider changes to own practices. • Responds to new ideas by discussing why they might work instead of telling others why they won't work. • Is willing to investigate options in depth, even when they are the ideas of others. • Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.

ADDITIONAL INFORMATION

Essential:

- Ability and willingness to work flexible hours including evenings and/or weekends depending on the needs of the business / clients.
- Willingness and flexibility to travel to and from clients' homes and to accompany them to a variety of venues.
- Willingness to undertake further training as required.

Desirable:

- Full driving licence.
- Own transport.