

# JOB DESCRIPTION

<b>JOB TITLE</b>	Service Co-ordinator (Wirral Evolutions Day Care Services)
<b>GRADE</b>	Band F
<b>REPORTING TO</b>	Day Care Service Team Leader
<b>JD REF</b>	PC

## PURPOSE

To work in day care services providing support and opportunities to enhance the life and social skills of adults with learning, physical disabilities, and complex health needs.

Assist the management team in fulfilling the day-to-day operational needs of the service to ensure compliance with statutory regulations and company policies and procedures.

Based in community settings, support front line care staff to implement and deliver identified activities from our hubs to help achieve individual outcomes and support individual needs both physically and emotionally.

## MAIN DUTIES AND RESPONSIBILITIES

- Undertake the role of shift leader in line with the duty rota for the service.
- Develop, implement and review one page profiles for the people we support, ensuring to provide clear written communication of needs and requirements.
- Develop, implement and review care and support plans for the people we support, ensuring the necessary actions are taken to enable individuals to achieve outcomes and their full potential.
- Carry out risk assessments as and when required to reduce the level of risk to support the delivery of care plans, activities and events, etc.
- Undertake mental capacity assessments as and when required and contribute to best interest meetings with health and social care colleagues, families/carers and people we support.
- Develop and monitor a timetable of activities on a regular basis and effectively communicate to all those involved, management, colleagues, people we support, families/carers.
- Provide group supervision and ongoing support and mentoring to Service Support staff.
- Assist people with their individual needs including personal care, hydration, nutrition, medication whilst adhering to safeguarding adults' procedures at all times.
- Develop, design and maintain resources for activities, ensuring to consider at all times a person-centred approach that supports individual needs.

- Observe, monitor, review and promote the health and well-being of individuals receiving care in our services and when out and about in the local communities.
- Ensure to follow financial procedures and achieve best value for money. Obtain quotes from suppliers as and when required before purchasing items/services. Raise purchase orders via the procurement/finance system, process invoices, keep log of petty cash receipts.
- Promote and encourage people we support to be independent and manage their own finances where possible. Ensure receipts are obtained, record in diary sheets when and where people you are supporting are spending money.
- Adhere to policies and procedures relating to the recording, sharing and storage of personal and sensitive information.
- Develop and maintain positive professional relationships with colleagues, family members, carers, volunteers, other service providers and all stakeholders who come into contact with our day care services.
- Attend and contribute to a variety of meetings for example supervision meetings, team meetings, review meetings with families/carers, people we support, colleagues from the local authority and health service.
- Adhere to Health and Safety policies and procedures relating to food hygiene, first aid, moving and handling, fire safety, incident reporting. Must always ensure to report any issues, concerns or incidents to the appropriate person i.e. line manager, within a timely manner.
- Undertake tasks to maintain a good standard of housekeeping within our day care settings, including building-based centres, other services and all external grounds.
- Comply with building inspections and security procedures whilst reporting any faults or repairs to your line manager and keep a record in the repairs log book.
- You must be able to prioritise your own daily workload.
- Mentor and support new staff, subordinates, volunteers, work and student placements.
- Contribute to fund raising and social events both within the service and the local communities.
- Provide assistance with ad hoc tasks when required to support Team Leaders, Managers and Senior Managers.
- Always work to a high professional standard adhering to the Staff Code of Conduct, including confidentiality, providing dignity in care at all times to the people we support.

## ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

- Knowledge and experience of delivering person centred care and support to adults with physical and learning disabilities.
- Experience of providing care and support in a frontline social care setting.
- Knowledge of health and safety legislation and the importance of complying with health and safety policy and procedures in a social care setting.
- Ability to communicate effectively and appropriately with managers, colleagues, families/carers and the people we support, both verbally and in written format including electronically.



## DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

- Health and Social Care Qualification Level 3 or above, or willing to work towards.
- Experience of supporting adults with behaviours of concern and adults with complex health needs.
- Experience of supporting adults with complex health needs.

## ADDITIONAL INFORMATION

- To undertake any other such duties that maybe be required when instructed by a Senior Manager, Manager or Team Leader.
- Must be flexible and willing to work across day care locations as and when required. Contribute to annual one to one appraisal, regular supervision and team meetings.
- Must ensure to keep up to date with ongoing mandatory training (e-learning and face to face sessions).
- Must have a clear enhanced DBS check on a regular basis.

**DATE OF APPROVAL: 19TH APRIL 2023**

**APPROVED BY: KAREN SMITH**

