

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Care and Support Coordinator |
| HBC Grade: | **HBC5** |
| Service: | **Adult Social Care** |
| Division: | **Urgent Care** |

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| **Main Purpose of the Role** |
| Complete care and support plans and associated risk assessments with service users and their significant others taking into account that people’s abilities to progress/improve are variable and recognising that each service user will have different needs.  Provide supervision and support to Care and Support Workers working in a range of settings, ensuring that care and support is delivered appropriately, to a high standard and in accordance with care and support plans. |

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| **Key Duties** | |
| **1** | Allocate work to Care and Support Workers |
| **2** | Ensure Care and Support Workers have the required knowledge, skills and equipment to carry out their role efficiently and safely. |
| **3** | Undertake Moving and Handling Risk Assessments to ensure that support is delivered according to legal and policy requirements. |
| **4** | Undertake environmental/lone worker risk assessments to ensure service user and staff safety. |
| **5** | Identify and record training needs of Care and Support staff. Ensure regular 1 – 1 and group supervisions, and EDR’s with Care and Support Workers in line with HBC policy. |
| **6** | Ensure service user’s care and support plans are implemented to the required standard and in a manner that will promote/maximise independence. |
| **7** | Liaise with others (across health and social care), to ensure that the care and support plan is delivered effectively. |
| **8** | Report as required (verbally and/ or written) and as part of a multi-disciplinary team, on the service user’s progress. |
| **9** | Ensure that service user’s records are maintained appropriately. |
| **10** | Monitor and assess the work activity of Care and Support Workers; including auditing service user’s files. |
| **11** | Address unsatisfactory work activity appropriately in accordance with policy. |
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| **12** | Respond to emergency and other situations appropriately. |
| **13** | In times of service necessity, assist, support or encourage the service user; in line with their agreed care and support plan, to attend to their personal needs. |
| **14** | In times of service necessity, prompt, monitor, supervise or administer prescribed medication in line with the re-ablement plan, underpinned by the medication policy. |
| **15** | Ensure Care and Support Workers adhere to standards of dress expected. |
| **16** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| NVQ Level 2 or equivalent or able to demonstrate relevant experience  A willingness to undertake NVQ Level 3 training  Have knowledge of Moving and Handling Legislation. A willingness to undertake Moving and Handling Risk assessor training.  Have knowledge of Health and Safety Legislation. A willingness to undertake Health and safety training. | NVQ Level 3 | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Experience in direct care | Knowledge of re-ablement plans | Effective communication skills | Application / Interview /Assessment |
|  | Understanding of Moving and Handling Regulations  and Health and Safety Regulations as they relate to care staff | Effective listening skills | Application / Interview /Assessment |
|  |  | Effective verbal and written reporting skills | Application / Interview /Assessment |
|  |  | Ability to work with service users and carers in an enabling and empowering way. | Application / Interview /Assessment |
|  |  | Ability to work as a member of a multi-disciplinary team | Application / Interview /Assessment |
|  |  | Ability to respond appropriately in emergencies | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
| **DESIRABLE** | Experience in various care settings | Understanding of the Health and Safety legislative framework |  | Application / Interview /Assessment |
| Experience of writing and implementing re-ablement plans |  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Ability to work non-standard rotas, including evenings, weekends and  bank holidays. | Access to a car during working hours | Interview / Assessment / Documentation |
| Ability to be mobile throughout the Borough |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **July 2023** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.