

# Job Description and Employee Specification – Home Support

## Co-ordinator

Health & Social Care

Service:	Health & Social Care
Division:	Adult Social Work Services
Job Title:	Home Support Co-ordinator
Responsible to:	Team Leader (Home Support)
Grade	NLC5
Conditions of Service	SJC
Date of last review:	

#### **Job Outline**

As a member of a designated locality home support team, to contribute to the development and implementation of policies, procedures and services in line with National and Council policy. To assist the Team Leader (Home Support), in the management of the Home Support service provision, including the monitoring, co-ordination and development of home support provision either provided by, or on behalf of the Council. Key roles of the postholder include the efficient and effective planning, booking and scheduling of work to home support workers working within the community.

#### **Main Duties and Responsibilities**

The key tasks required of the Home Support Co-ordinator include:

1. To contribute to the provision of social work services within the area consistent with National, Council and Service policies, procedures and practice standards under the supervision and guidance of the Team Leader (Home Support).
2. To contribute to the development and implementation of relevant statutory plans, including Service policies and procedures in the field of Home Support.
3. To assist the Team Leader (Home Support) in the effective management of Home Support services, particularly in relation to the planning, booking and scheduling of local resources.
4. To support the service in promoting a more person centred outcome focused approach to support plans.
5. Maintain, support and develop use of mobile and specialised IT systems and prepare and analyse reports to meet Service demands.
6. Respond to service user, carer and home support worker queries in accordance with local policies and procedures.
7. To assist the Team Leader (Home Support) to make service adjustments to take account of unplanned changes and/or emergency situations in relation to service users and employees.
8. To assist the Team Leader (Home Support) in the planning, co-ordination and implementation of supervision sessions, PRDs and group/patch meetings.

9. To assist the Team Leader (Home Support) to implement effective systems of accountability, quality assurance, performance management and review.
10. Comply with North Lanarkshire Council's Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
11. Participate in training courses and the PRD process as required.
12. Undertake such delegated duties as may be required by the Council and the Head of Adult Social Work Services.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS/TRAINING</b> SVQ Level 2, National Certificate, Higher or equivalent.	X		Verification of Qualifications/Application
SVQ Level 2 in Health and Social Care.		X	Verification of Qualifications/Application
Willingness to work towards HNC/SVQ Level 3 in Health and Social Care for Career advancement opportunities.		X	Verification of Qualifications/Application
Accredited training in areas such as Health & Safety, Administration, Adult Support & Protection, Children Protection		X	Verification of Qualifications/Application
<b>WORK EXPERIENCE</b> Some experience in a Social Work, Home Support related, voluntary or independent sector.	X		Application Form/Interview
Experience of working in a busy, often pressurised environment.	X		Application Form/Interview
Experience of maintaining and updating service users' records/care plans.		X	Application Form/Interview
<b>KNOWLEDGE/SKILL/ABILITY</b>			

Willingness to undertake developmental/ training opportunities in order to maintain or improve knowledge and skills.	X		Application Form/Interview
A range of developed, effective communication skills with the ability to respond to complex and sensitive situations, both internally and external to the organisation.	X		Application Form/Interview
Strong organisational skills.	X		Application Form/Interview
Proficient IT and keyboard skills.	X		Application Form/Interview
Ability to prioritise workload, forward plan and adapt to changing presenting circumstances.	X		Application Form/Interview
Ability to work as part of a team.	X		Application Form/Interview
Ability to recognise and report any complaints, concerns or issues immediately.	X		Application Form/Interview
Knowledge of mySWIS for employee rostering		X	Application Form/Interview
Knowledge of home care and personnel policies and procedures.		X	Application Form/Interview
Clear understanding of the wide range of issues/policies affecting people living within the community with a wide range of social care needs.		X	Application Form/Interview
Dementia awareness.		X	Application Form/Interview
<b>PERSONAL QUALITIES/ATTRIBUTES</b>			
Articulate, pleasant, friendly and approachable manner.	X		Interview
Self motivated and enthusiastic.	X		
Sensitive and respectful to privacy and dignity of individuals.	X		
As a team member, inspire to promote service users dignity,	X		

<p>choice, rights and independence and ensure that service users receive a high quality service as determined by individual support plans.</p> <p>Non judge-mental attitude.</p> <p>Able to maintain a high degree of confidentiality regarding all aspects of work.</p> <p>Basic understanding of regulated services expectations including SSSC Code of Conduct.</p>	<p>X</p> <p>X</p>	<p>X</p>	
<p><b>OTHER</b> Understanding and experience of working inter-agency working.</p>		<p>X</p>	