

# Home Support Coordinator – Grade 7

## Job purpose

You will work in Independent Living Services managing a team which provides short term and urgent support with a key outcome of re-ablement.

The Council has created a Service which specialises in short term, urgent intervention and re-ablement to support the well-being, prevention and early intervention agenda. There is significant investment from Health for the Council to provide such services with the overall aim being to reduce the number of adults requiring hospital, residential care or long-term domiciliary support or delay long term support being required. There will be a team for South Kirklees and a team for North Kirklees and these services are registered with CQC for people aged 18 years and above.

It is important to the authority that these Services are highly regarded, receiving both local and national recognition and your contribution to this is essential.

You will be part of a large team consisting of a Team Manager, Locality Managers, Business Support Officers, other Home Support Co-ordinators and Home Support Workers. You will also be part of a larger multi-disciplinary team working in partnership with health staff (Community and Acute Trusts), the Independent Sector, Locala, Wellbeing and Communities Early Intervention and Prevention Service, Community Care Teams and the Brokerage Team.

You will have a role in establishing and maintaining relationships with service users, relatives and other professionals. The primary focus of your role is to ensure the provision of quality support to service users which exceed Care Quality Commission expectations and standards. This will, of course, include direct support provision and you will also support a team of Home Support Workers in providing high quality support with a focus on re-ablement.

Your role is to act as a first line manager, supervising a team of Home Support Workers, providing support and direction where necessary to make sure duties are carried out effectively, efficiently and in line with service objectives, policies, procedures and standards. You will co-ordinate and schedule the work of Home Support Workers in conjunction with the Locality Manager.

You will be open to change and show a willingness to get involved by presenting a self-assured image in a variety of situations, through this you will demonstrate your commitment to service priorities. You will challenge any practices or behaviour which does not meet service standards and address through the Council's performance management policies and procedures. You will bring serious practice or behaviour issues to the attention of the Locality Manager.

You will ensure effective handovers take place with Home Support Workers between shifts. Within this process you may need to deal with issues that arise or pass on information to the relevant people. On a day to day basis this will include checking the diary and daily task lists and allocating duties accordingly as well as ensuring that tasks are completed. Communication is therefore a vital component of the role. Ensuring that reports you write are accurate and contain relevant information is a fundamental part of your role. Your daily duties will also include liaising with District Nurses, GP's and other professionals such as Social Workers, Occupational Therapists and Physiotherapists.

You will be working with service users who may have restricted mobility and/or challenging behaviour. These service users may require support/lifting for personal care tasks e.g. getting out of bed, dressing, toileting and bathing. As part of your role you will be required to undertake Movement and Handling and/or Management of Aggression and Violence training to help you support our service users and assess and reduce risks to yourself, staff, colleagues and service users.

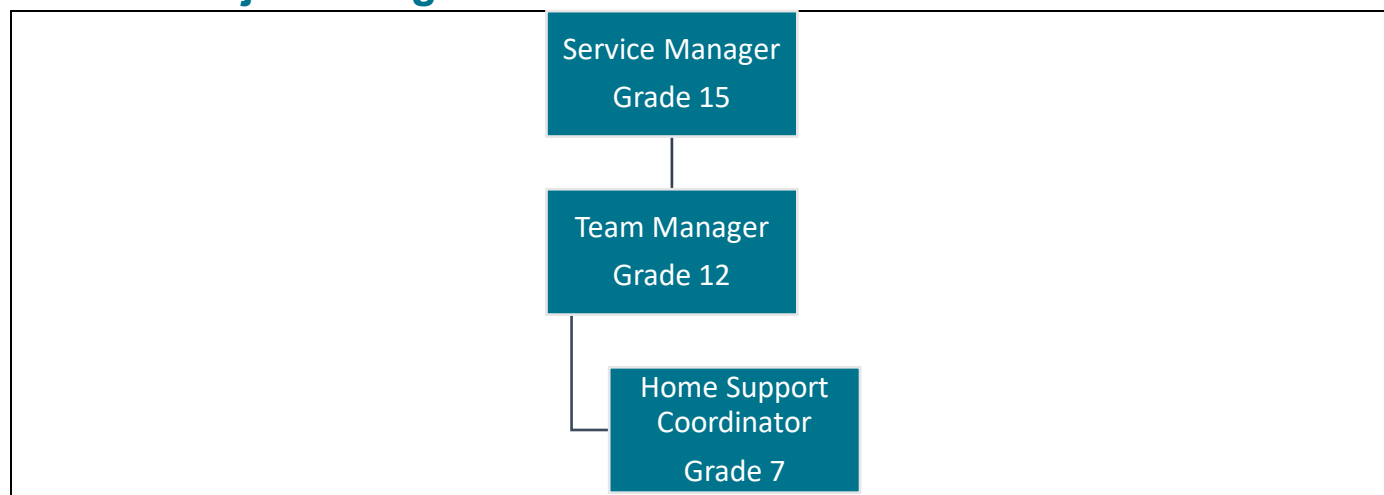
You will embrace new and flexible ways of working including IT systems and other technologies to support you in efficiently and effectively carrying out your role for example, handheld technology, electronic rostering/scheduling systems and assistive technology.

This role is based within Adult Social Care Operations. Find out more about [working for Kirklees](#).

## Key areas of responsibility

- High quality support services are provided for service users.
- Timely responses are provided to urgent requests for support.
- Service users are successfully re-abled to regain independence thus resulting in no, or a reduced level of, long term support being required.
- Positive and effective working relationships are developed and maintained with partner agencies to ensure the highest standards in service delivery.
- Support packages are developed to meet the individual needs of service users, utilising creative approaches and technology.
- Staff are supported to develop the appropriate skills and have the resources to deliver services efficiently and effectively.
- Vulnerable adults are safeguarded.
- Information is communicated effectively through handovers.
- Staff receive appropriate instructions to ensure the smooth operation of each shift.
- Performance and progress of the team is supported and monitored through the provision of effective leadership, supervision, support and training.
- Staff are deployed and resources are utilised efficiently and effectively on a day to day basis.
- Team goals are achieved by individual and collective contribution.
- IT is used appropriately and pro-actively to support day to day business and service delivery.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
High level of understanding of Adult Social Care and knowledge of re-ablement.	Essential
Possession of NVQ 3 in care or relevant qualification or willing to undergo such training.	Essential
IT skills and experience with computer packages e.g. Microsoft word, access and excel.	Essential
Literacy and numeracy skills to be able to produce complex and specialist documentation.	Essential
Understanding of relevant legislation, guidance and government agendas.	Essential
Ability to demonstrate a commitment to personal and professional training and development to carry out the job effectively and efficiently by completing training requirements in the required timescales.	Essential
Report writing skills to maintain service user records.	Essential
Ability and willingness to work flexibly. This may include shift working to meet the needs of the service.	Essential
Commitment to the provision of the highest quality of care.	Essential
You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment, you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence and it is expected that you will either use a council vehicle or your own car.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

## For Office Use Only:

Job Category	Social Care - Adults	Grading ID	23370
Job ID	80100677	Last Updated	June 2020
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category	Adult	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	Yes
Night Working	Yes	Alternating Pattern	Yes
Standby	Yes	Other	No