



Could you be our Service Coordinator?

RECRUITMENT PACK

We're looking for a leader to help us build a community that values people for who they are and what they do



Who We Are

Do you believe in a world where we all belong?

OUR COMMUNITY

At L'Arche we build Communities together with people with learning disabilities rather than doing it for them, and we are committed to mutually transforming relationships in a world where all belong.

L'Arche London is a diverse and inclusive Christian community of 100 people with and without learning disabilities, sharing ordinary life and building extraordinary relationships. Excellence in care and a commitment to living in community is what makes us unique. We are a high quality care and support provider, regulated by the Care Quality Commission in England.

Are you inspired to bring your skills, experience and values to support our vision of a more human society?

DIVERSITY PLEDGE

We actively encourage people with a wide diversity of backgrounds and personal stories to join us. If there are areas in the job description where you feel less experienced, don't let that put you off. We are happy to support people to learn new skills, to provide training and to make adjustments to make this job the right fit for the right person.

We welcome and encourage applications from people of all backgrounds protected by the Equality Act. We encourage candidates who are disabled or from a minority ethnic background.

If you would like to talk anything through before applying, please contact:

Kelly McReil
recruitment.london@larche.org.uk
or call 020 8655 9636

WANT TO GET TO KNOW US BETTER?

[Our unique approach](http://www.larche.org.uk/Listing/Category/our-unique-approach)

www.larche.org.uk/Listing/Category/our-unique-approach



[Why work for L'Arche?](http://www.larche.org.uk/why-work-for-larche)

www.larche.org.uk/why-work-for-larche



Role Description

Job title:	Service Coordinator
Hours:	37.5 hours per week, usually Monday - Friday 9 - 5pm
Salary:	£35,000 per annum (with an increment in the second year)
Location:	L'Arche London Community Houses and Office, West Norwood
Reports to:	Head of Support and Care (Registered Manager)
Contract type:	Permanent

ABOUT THIS ROLE

To lead and manage the Oak Group, one of three groups in the L'Arche London community, comprising of a range of services for people with learning disabilities and its team of assistants.

To lead the service delivery within this group in line with L'Arche values, standards and the requirements of the Care Quality Commission [CQC].

To play an active role in the leadership of L'Arche London, helping shape a vibrant community of people with and without learning disabilities.



Key Responsibilities

LEADERSHIP AND PEOPLE MANAGEMENT

- Supervise and work with the Deputy Service Coordinator to lead a team of 15 Support Assistants. Ensure each assistant in the group is regularly supervised, trained, and appraised, and that action is taken to effectively manage performance issues.
- Understand the requirements of the CQC and other relevant legislation and ensure that all applicable standards are met including adult safeguarding.
- As part of the Community Coordinating Team, implement appropriate policies and procedures, promoting the wider L'Arche mission, vision and values.
- Be on the On-Call rota every 6 - 8 weeks, with flexibility as service requires. (Additional pay provided.)
- Contribute to the recruitment/ interviewing of Assistants.

PROVISION OF SUPPORT TO PEOPLE WITH LEARNING DISABILITIES

- Ensure the provision of high quality personalised support for each person with a learning disability in the Oak group, implementing Person Centred Support Plans to maximise independence, personal choice, and autonomy.
- Enable each person with learning disabilities to feel at home, encouraging both individuality and belonging, ensuring that everyone is informed of their rights and responsibilities as a member of the Community group and as a tenant.
- Support each person to manage various aspects of their life, from their personal budgets to their health and well-being.
- On occasion, provide one-to-one support to people with learning disabilities at home or in the community.

ADMINISTRATION AND MANAGEMENT

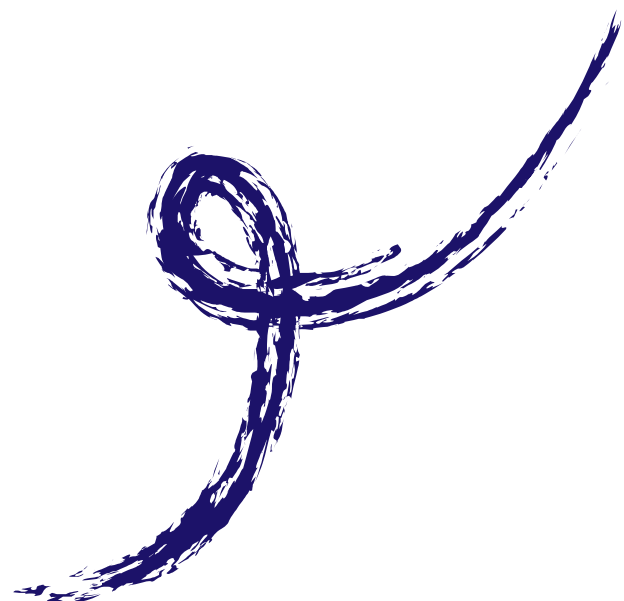
- Maintain high standards of communication and record keeping, ensuring an effective flow of information within the Group, with the rest of L'Arche London, the local community, family and professionals.
- Work closely with the Deputy Service Coordinator to oversee the work rota.

CREATING COMMUNITY

- Attend and organise Community events and celebrations relevant to the role and foster a sense of welcome for all visitors and friends; ensure a regular rhythm of prayer and reflection in accordance with the traditions of L'Arche.

GENERAL

- Attend training and personal development courses as required.
- Any other reasonable duties commensurate with the post which may be required from time to time.



Person Specification

SKILLS AND ABILITIES

- Outstanding IT, communication and presentation skills, both written and oral, able to present information effectively both internally to your team and externally to families, social care and health professionals. (E)
- Ability to lead, inspire, and motivate a team, particularly during seasons of great pressure. (E)
- Evidence of the ability to work flexibly to allow the strengths of other to be utilised. (E)
- Ability to work under pressure and to meet deadlines. (E)
- Ability to teach the essential skills of supporting people with disabilities. (E)
- Ability to effectively monitor and audit services, and to use this information to develop future plans. (E)
- Evidence of continuing professional development. (E)
- Minimum Level 4 QCF (previously NVQ) Diploma in Adult Social Care or the proven ability and equivalent service is desirable, with a willingness to work towards Level 5. (D)

EXPERIENCE

- Experience of leading a team - preferably one which has developed person centred support for people with disabilities. (E)
- Management experience including people, budgets and HR procedures. (E)
- Knowledge of CQC and adult safeguarding procedures. (E)
- Experience of inspiring and motivating teams to make improvements. (E)

VALUES

- Supportive of the aims and principles of L'Arche and enthusiastic about working within an organisation which is both a high-quality service provider and an ecumenical Christian community. (E)
- An ability to understand the value of faith-based service provision and to articulate it to others outside of L'Arche. (E)
- Approachable and encouraging manner when talking to staff and people with learning disabilities.* (E)
- Excellent self-presentation.* (E)

**These items will be evaluated during interview.*



We Value

TREATING PEOPLE WITH DIGNITY AND RESPECT:

We value every person and celebrate who they are. We do not just tolerate diversity, but actively embrace it in our communities. A key way we demonstrate dignity and respect is by being fully present to each other when we are together and listening deeply to one another.

FRIENDLINESS AND WELCOME:

We are deeply committed to building friendships together, which calls us to live life with a joyful and grateful spirit.

A key way we demonstrate friendliness and welcome is by offering meaningful invitation and welcome to newcomers and also to each other on a daily basis.

EMPATHY:

We are committed to understanding and sharing the feelings of one another. We prioritise the qualities of compassion, caring, and kindness to nurture empathy. A key way we demonstrate empathy is through the quality of the shared life we build together.

INTEGRITY:

We strive to have integrity in everything we do and in every relationship we build, seeking to be authentic and honest, trustworthy and open because to build meaningful relationships we need to reveal who we are. A key way we demonstrate integrity is through our willingness to be both vulnerable and courageous.

COMMITMENT TO COMMUNITY BUILDING:

We choose to share life together rather than merely work together. Sharing life means we create mutual relationships with one another and also share responsibility for the life and wellbeing of the community as a whole, practicing forgiveness and celebration and creating a place of belonging that is open to all who share our mission and values.

A key way we demonstrate our commitment to community building is through our nurturing of our shared spirituality expressed through the community traditions and practices that shape our daily life together.

OPENNESS TO REFLECTION, LEARNING AND GROWTH:

We are personally committed to growth and development in the dimensions of L'Arche identity and mission and also support the growth of the whole community by nurturing the gifts of each person, creating a learning culture together and being attentive to our personal and communal spiritual life. A key way we demonstrate our commitment to learning is the frequency and quality of our personal and group reflective practices and processes.

COMMITMENT TO THE VISION AND MISSION OF L'ARCHE:

We actively engage in all dimensions of L'Arche mission and practice both personally and communally. A key way we demonstrate our commitment is our visibility as people with and without learning disabilities together engaged in our local neighbourhoods and the wider world in order to shape a more human society.

