

Recruitment Pack

Title of the role: Deputy Service Coordinator (Apple)

Job description

Reports to: Service Coordinator

Hours of work: 40 hours per week

Salary: £30,706.00 rising to £31,844.80 in year 2

Place of work: West Norwood, London (Community houses and office)

Contract type: Permanent

The Deputy Service Coordinator splits their time between the office- organising rotas, liaising with families, social services and health care professionals- and providing a minimum of 20 hours a week direct support, as well as one weekend a month on the rota, depending on the needs of the service.

The role requires the post holder to take responsibility for being on call between the leadership team. There is an additional payment for On-Call Duty.

Deputise for and support the Service Coordinator in leading and managing a Community group comprising of a range of services for people with a learning disability and a team of support assistants.

To support the Service Coordinator in creating Community and leading the service delivery within the group in line with the Charity's values and standards and the requirements of the Care Quality Commission [CQC].

Leadership, Administration and Management

- Deputise for the Service Coordinator in their absence by being responsible for all leadership aspects of the community group, including the day-to-day management of the group, supervision of the team, management of Person Centred Plans, and responsibility for health and safety, medication and finance.
- In close cooperation with the Service Coordinator, lead, manage and motivate the team of assistants, delegating responsibility, assessing and evaluating performance and providing direction, support, supervision and appraisal of performance.
- Facilitate the life of the Community group through establishing appropriate group or individual meetings, encouraging each person to have a voice and to share their views.
- Regularly spend time in all parts of the Community group, acting as a role model particularly with newer assistants.

- Preparation of service rotas, ensuring they are delivered timely, within budgets.
- Organising and facilitating induction, supervision and appraisal of all assistants including relief bank assistants.
- Setting clear standards for care and support, monitoring assistants' performance and taking action to effectively manage poor performance.
- Taking a lead in community life and the spiritual life programme, e.g. organising group events or organising house prayers.
- Administration - ensuring that all Service records in relation to people with learning disabilities, assistants, petty cash, medication, personal money, complaints, safeguarding, incident, health and safety, fire safety, first aid etc., are maintained according to the Charity's policies and procedures and CQC requirements.
- Ensuring that all buildings are clean and well-maintained, with particular emphasis on making sure the environment is homely. Making sure that all maintenance issues are dealt with by the Housing and Facilities Coordinator or are referred to the landlord.
- Investigating and responding to any complaints from people with learning disabilities and others in line with organisational policies.

Resource Management

- Participate in the effective management of any vacancies for people with disabilities within your services.
- With the Service Coordinator work to improve the recruitment and retention of assistants, helping manage turnover in a timely manner.
- Positively and effectively manage change, making sure that plans are owned by yourself and others and are implemented in your area of responsibility.
- Help to identify the key issues that will affect your Community group and our London Community and proactively assist in developing appropriate plans to meet them.

Assistants and Volunteers

- To participate in selection and recruitment of assistants as required.
- Ensure each assistant is welcomed into their role and the Community group, and that they receive appropriate induction and training.
- Encourage the use of accompaniment and other support systems as needed.
- Participate in the training and development of assistants as required.

- Ensure that all positive performance is acknowledged.
- Confirm appointments after an appropriate trial period.
- Maintain and support the contribution made by volunteers and other members.
- Actively promote the recruitment and the involvement of volunteers in the community group and service.

Support of People with Learning Disabilities

- Ensure the provision of high quality personalised support to each person with learning disabilities in line with the Charity's values and standards and the requirements of CQC.
- Ensure Circles of Support are established and maintained.
- Assess and review the needs of each person with learning disabilities and plan service delivery accordingly. To take part in reviews and case conferences of people with learning disabilities where appropriate.
- Ensure each person with learning disabilities has an individual support plan and monitor the implementation of that plan.
- Ensure up-to-date risk assessments are in place for each person.
- Ensure each person is supported to draw up and review their Person Centred Plan. To ensure all outcomes in the plan are met.
- Foster an attitude of respect which encourages autonomy, maximises independence and individual choice.
- Ensure each individual, in accordance with their ability, personally undertakes all the activities associated with their life with support offered as needed. For those choosing to share with others, these tasks may be set up on a rota basis with everyone taking turns.
- Enable each person with learning disabilities to feel at home, encouraging both individuality and belonging; to encourage the growth and well-being of each person ensuring that everyone is informed of their rights and responsibilities as a tenant and as a member of the Community group.
- Obtain the necessary professional support and advice in order to maintain the highest standards of health and well-being.

- Where a day service outside of the Charity has been chosen, to liaise with the provider ensuring it meets the needs of the individual. To arrange other day opportunities as needed.

Creating Community

- Develop relationships with everyone in the community group, being proactively involved in celebrations and supporting the spiritual life of the community group so that there is an atmosphere of welcome and friendship.
- Have a clear vision that facilitates quality relationships between group members and an atmosphere of attentiveness, listening, and respect.
- Ensure integration into the local community; maintaining and supporting links with friends, family, neighbours and local churches.
- Foster the spiritual life of the Community group by promoting the Charity's identity, mission, vision and values.

General

- Liaise with the Service Coordinator on all matters concerning the community group.
- Participate in the On-call rota - usually taking the on-call phone for one week per month. (There is additional fee for this.)
- Attend formation and training courses as required, with the agreement of the Service Coordinator.
- Alongside the wider leadership team, promote the wider Charity's identity, mission, vision and values.
- Perform any other reasonable duties commensurate with the post which may be required from time to time by the Community Leader, Head of Support and Care (Registered Manager) or Service Coordinator.

Person Specification

Values

- Commitment to the mission, identity and values of the Charity.
- Openness to work with, and grow in relationship with, people with and without learning disabilities, and get to know our community life.
- Desire to see a more human society where people with disability can flourish and share their gifts.

- Readiness to articulate your values and belief system, and help others to express theirs.
- Patience, compassion, courage, integrity and humility; able to acknowledge your personal limits and ask for help.

Personal Qualities

- Supportive of the aims and principles of the Charity 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 the Charity. (E)
- Approachable and encouraging manner when talking to staff and people with learning disabilities. (E)
- Excellent self-presentation. (E)

Qualifications

- NVQ Level 3 – Health and Social Care or equivalent, or proven ability and equivalent experience combined with willingness to commence study at level 4 in accordance with community policy. (D)
- Evidence of relevant continuing professional development. (E)

Experience Knowledge and Understandinga

- Substantial experience of developing and implementing person centred and self-directed support for people with a learning disability. (E)
- Management experience including budgets, personnel etc. (D)

Skills and Abilities

- Good communication verbally and in writing. Able to present information effectively. (E)
- Evidence of an ability to manage people well, including the skills to work flexibly to allow the strengths of others to be utilised. (D)
- The ability to work under pressure and to meet deadlines. (E)
- The ability to teach the essential skills of supporting people with disabilities. (E)
- Practical knowledge of Microsoft Office, in particular Excel. (E)

- Organisational skills to support the creation and management of service schedules. (E)
- A track record of effectively monitoring team members' performance, setting clear targets, putting in place development plans and taking appropriate action to deal with poor performance. (D)
- Experience of managing a team of people who work in different locations. (D)