

# Kent County Council

## Job Description: Service Coordinator

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Group:</b>	<b>Enablement and Support services</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Registered or Provision Manager - Adult short breaks or Community services</b>

### **Purpose of the Job:**

Deputise for the Registered or Provision Manager in their absence, to ensure the smooth running of quality service provision.

Assist in the day-to-day supervision of staff, including the allocation of tasks, ensuring that the service meets the needs and aspirations of people with learning disabilities, and Autism.

Ensure individuals are encouraged and supported; promoting social inclusion, including their rights and choices, to enable people with learning disabilities and/or Autism to live more independent and fulfilled lives.

### **Main duties and responsibilities:**

- Take responsibility to maintain an effective quality service, by deputising in the absence of the Registered or Provision Manager.
- Monitor the operational budget and contribute to the forecasting process for the service. Manage the effective use of resources to enable the provision of services to meet individual and business needs, by effective monitoring and reporting of any concerns where management action may be required.
- Ensure appropriate records are accurately maintained on a variety of subjects in order to comply with the County Council's policies and procedures, and relevant legislation.
- Maintain a competent and flexible workforce, by leading the recruitment, induction, development and performance management of staff, in order to meet the needs and aspirations of people with learning disabilities.
- Communicate effectively with all stakeholders by ensuring that information is collated and disseminated appropriately to maintain a flexible and responsive, quality service.

- Ensure the safe administration of prescribed medication and homely remedies as appropriate, for which there is a professional agreement; recorded in accordance with the individual support plan and County Council policy.
- Responsibility for the implementation of individual support plans, ensuring regular assessment and review takes place, responding to changes to ensure appropriate support is provided.
- Ensure and facilitate social inclusion for people with learning disabilities and/or Autism to identify, source, co-ordinate and access activities to participate in their local community. Encouraging and supporting people to widen their social experiences.
- Ensure all staff fully recognise that people have rights and choices, while respecting their personal beliefs. Identify and challenge discriminatory views, in order to foster equality, diversity and rights. In accordance with County Council policy.
- Manage health, safety and security in undertaking work activities and in the work environment, taking responsibility for the monitoring, reporting and recording risks through risk assessments in order to comply with internal health and safety policies and procedures and relevant legislation, to ensure the health, safety and welfare of themselves and others.
- Accountability for identifying and formally reporting any concerns regarding safeguarding or quality of care to the appropriate professional, completing the relevant paperwork to ensure that people's welfare is protected at all times. In accordance with County Council policy.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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 Person Specification: Service Coordinator

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Hold NVQ 3 in Health and Social Care (or equivalent) Or Level 3 Diploma in Health and Social Care.</p> <p>Hold or willingness to undertake Level 5 Diploma in Leadership of Health and Social Care (or equivalent) in an agreed timescale.</p> <p>Hold or complete within two years, the Managing in Kent qualification</p>
<b>EXPERIENCE</b>	<p>Working with people with a disability and complex needs.</p> <p>Experience of influencing, monitoring and evaluating the delivery of quality services.</p> <p>Experience of budget monitoring and collaborative planning.</p> <p>Supervisory management experience.</p>
<b>SKILLS AND ABILITIES</b>	<p>Effective communication and listening skills, with the ability to converse with ease and establish a rapport with all stakeholders, in line with the County Council's responsibilities under the Fluency Duty.</p> <p>Ability to manage conflict resolution situations, having the confidence to challenge effectively when necessary.</p> <p>Ability to encourage and support others to be independent, in order to maintain and develop personal skills and opportunities. Promoting positive risk management.</p> <p>Written and numeracy skills to be able to compile records and reports, and to support service users with handling money; including IT skills and competencies.</p> <p>Excellent organisational and time management skills, with the ability to deploy resources, direct work activity and delegate tasks; as well as being able to work alone, using initiative in order to solve problems by being creative and innovative.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working and ability to identify and challenge</p>

	discriminatory views.
<b>KNOWLEDGE</b>	<p>Good knowledge of social issues in relation to people with learning disabilities; including the needs of people with behaviours that challenge, autism, epilepsy, and other disabilities.</p> <p>Good knowledge and commitment to personalized support, promoting independence, leading to outcome focused planning, which links to 'latest government white paper and the Care Act 2014.</p> <p>Knowledge of partnership working in the local community, including its facilities and activities and the roles of various organisations/agencies, and how they can be utilised to meet the goals of the individual.</p> <p>Good knowledge of adult safeguarding policies and procedures, including the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS).</p> <p>Good knowledge of basic First Aid, health and safety, risk assessments, moving and handling, administration of medication, Infection prevention and control and food hygiene.</p> <p>A working knowledge of KCC Financial Procedures.</p> <p>Staff are expected to have a good knowledge and understanding of and work within national legislation and Corporate and Directorate policies and procedures relating to all aspects of the service.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p>Kent Values:</p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious - constantly learning and evolving</b></p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent Empowering - Our people take</p>

	accountability for their decisions and actions Externally <b>Focused</b> - Residents, families and communities at the heart of decision making
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