



WOULD YOU LIKE TO WORK WITH PEOPLE WITH LEARNING DISABILITIES?

Please have a read through the following information along with the Job Description and Person Specification included below – Think about whether joining our great team is right for you!!

ABOUT US

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities and their families in South West Herts. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them towards fulfilling their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services both efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 120 staff, have over 90 volunteers and provide support and services to over 500 people with learning disabilities and their families.

This is an exciting time to be joining the organisation and you will play an important role, leading a team of support and play workers, working collaboratively, with the people we support, their families and friends as well as other social and health care professionals, to find new and sustainable ways of working, to meet people's personal needs and wishes.

Working as the Co-ordinator in our Care & Support Agency is varied, rewarding and challenging, it offers you the opportunity to help create a great service that meets the needs of the people you and the team support, as our service develops and people's needs change.

As an employer, we have accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervision meetings and annual appraisal, as well as coaching and mentoring. We value our workers and have a range of staff benefits as well as a competitive salary. In 2016 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

ABOUT THE ROLE

Co-ordinator Care & Support Agency

You will assist the Service Manager in delivering a range of 1:1 services to children and adults in the local community. You will assist the manager to maintain standards set by the Care Quality Commission and Hertfordshire County Council (HCC).



In conjunction with the Manager you will plan and deliver a client focused service which maximizes its resources while minimizing cost.

You will carry out service administrative tasks such as taking new referrals, writing support plans as well as planning and building a rota.

You will be based in our Head Office in Rickmansworth leading day to day activities as well as ensuring work is invoiced and delivery is monitored. The job is very varied and will involve team building, liaison with professionals, invoicing and client administration as well as occasional delivery of direct support. This means a flexible can do attitude, good IT skills, alongside an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding role where you will be making a real difference to peoples' lives on a daily basis.

This is a part-time job which can involve lone-working in both the office and the community. The working pattern is predominantly Monday to Friday and may require working occasional evenings and weekends. As a Co-ordinator you will receive support and leadership from the Service Manager, and you will be able to share knowledge and learning with your colleagues.

The service offers a wide range of services including:

- Home Care – Children and Adults
- Buddying for Children
- Day Opportunities

The service has a good rating with CQC.

Duties and Responsibilities:

Job Description

Co-ordinator Care & Support Agency

No two days will be the same. You will enjoy lots of variety and support people in the following ways:

1. Be responsible for planning and associated tasks to facilitate the day to day running of the services ensuring resources are used efficiently, working with people, their families, team members and partner organisations to ensure that support is tailored to meet their individual needs and wishes ensuring cover is maximised in accordance with their individual plan.

2. Be a leader – In conjunction with the Manager, support the staff team through regular contact and advice, take referrals, review service delivery and support plans, provide on call, ensure training needs of the team are met and the reputation and quality of the service is maintained.

3. Empower people - Work to increase the skills , independence and participation of those using the service encouraging them to take risks, trying new things and taking more control over the service and their lives, through a program of support planning and risk assessment, that is highly reflective of the person. Work with the Mental Capacity Act, to ensure where people need support with their choices that the support is given to the highest standards.

4. Provide a quality service – In conjunction with the Service Manager, set the standards and be an example of the quality you need in the service and ensuring the service is welcoming to all.

5. Manage the resources for the service - Working with the Service Manager and other relevant teams, ensure work is invoiced and paid for and that the delivery of the service is monitored

6. Live the Values – Demonstrate our values: Inclusive, Respectful, Welcoming, Progressive, and Challenging discrimination of people we support, in the service and when representing Watford Mencap and people with a learning disability.

7. Contribute to the team - Attend and participate positively in team meetings, supervisions, appraisals and training as requested and required by your Manager.

8. Ensure compliance - with current legislative and regulatory frameworks including The Care Act, Children and Families Act, Health & Social



Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks including Care Quality Commission and East of England ADASS standards.

9. Work flexibly - be able to meet, sometime creatively, the needs of people by preparing and overseeing a flexible rota. This may mean covering occasional work in emergencies and may involve occasional evenings. You will need to be able to travel around the area to meetings and training.

10. Support the wider team – provide support to the wider Learning and Leisure team, answering calls and providing a point of contact.

11. Keep people safe – Identify risk and ensure appropriate action is taken to mitigate risk. Ensure safeguarding, Health and Safety and Fire Safety procedures are followed, while still maintaining a personalised support to each person.

12. Embrace diversity – Actively promote and work within Watford Mencap’s equal opportunity and diversity policy at all times.

13. Be flexible - Undertake such additional duties appropriate to the post and to support the organisation’s wider goals by working flexibly across the organisation from time to time as determined by your manager.

14. Report any significant/ notifiable events or concerns through line management channels, including when working out of hours if needed.

15. Be supportive – through team management, being a member of the service leadership team.

16. Develop and maintain positive working relationships with your stakeholders, including young people and their families, Watford Mencap colleagues, grant funders, Care Quality Commission and authorities.

Any additional duties reasonably expected within this level and role.

This job description may be reviewed annually to meet changing service requirements.

Person Specification:

CSA Co-ordinator

	Qualities Required	Essential/ Desirable
Education & qualification	Evidence of commitment to continuing self-development	Essential
Experience	Experience of a domicillary care service	Essential
	Experience of working within a team	Essential
	General Administrative work	Essential
	Experience of supporting people with learning disabilities	Desirable
Knowledge	Knowledge of Care Quality Commission Standards	Desirable
	Risk management and Health and Safety	Essential
	Safeguarding	Essential
	Able to lead and support a team	Essential
Skills	Strong communication skills	Essential
	Motivated self-starter, able to motivate and inspire others	Essential
	Able to drive change in a positive way	Essential
	Able to manage a wide range of issues and services simultaneously and competently	Essential
	Problem solver	Essential
	Excellent IT skills	Essential
	Able to demonstrate genuine commitment to the values and goals of Watford Mencap	Essential
General	Car driver, with ability to travel to various work locations	Essential

Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people you support to live the life they choose by listening to them and planning with them and advocating for them.
	You work with the families and a range of professionals, managing priorities and always staying focused on the person you are supporting.
	You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time.
Respectful	You demonstrate through your actions respect, dignity, diversity, and privacy for people you support.
	You develop and maintain effective working relationships with people you support, their families, colleagues and partner organisations.
	You work flexibly and can adapt to changes in workload as necessary.
	You can support the manager to bring the team and people you support with you.
Welcoming	You can communicate with a range of people with differing abilities.
	Develop and maintain a welcoming atmosphere for the people you support and their families.
	Work with other health and social care professionals to meet the needs of the people you support.
Progressive	Keep your social care knowledge and skills up to date.
	Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Be innovative with ideas and passionate about developing the service.
	Be able to think creatively to develop more effective systems as the needs of the service changes
Challenging	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	Using all available information to ensure that the support packages commissioned meet the needs of the people you support whilst maintaining effective working partnerships.