

**Manchester Local Care Organisation  
Role Profile**

**Early Support Coordinator, Grade 6  
Reports to: Team Manager  
Job Family: People Care and Support Direct**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs).

Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will deliver high quality short-term interventions for citizens, managing future and existing risks by creating plans which ensure their needs are appropriately considered.

The role holder will assist citizens to engage with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the residents of Manchester.

**Key Role Accountabilities:**

Engage with citizens to understand and assess their needs and work proactively with appropriate stakeholders to ensure positive outcomes to promote independence.

Provide support and advice to citizens which provide the opportunity to engage with appropriate local and national organised and community-based services.

Monitor, evaluate and review plans as required determining suitable adjustments to ensure that citizens are able to achieve their agreed goals.

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Work with colleagues and stakeholders to produce plans that use citizen's individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

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### **Role Portfolio:**

Manchester is at the forefront of the transformation agenda with the formation of the integrated local care organisation in which both health and social care staff work for the same organisation having a shared vision, shared values and working towards shared outcomes for the people of Manchester as central to its service model.

Adult Social Care has a new early help offer and model within the newly forming Adults Early Support Team. The aim of the team is to provide impactful strengths-based working at the front door to prevent, reduce or delay needs from escalating to ensure the best independence outcomes for Manchester residents, at the earliest opportunity.

This role is at the forefront Adult Social Care, as the service is the first point of contact for adults who can be experiencing a range of situations. The role holder will resolve these by providing short-term interventions and planning to achieve person-centred outcomes. These outcomes can range from signposting and providing information and advice right through to the provision of early help, targeted support services, crisis intervention and adult safeguarding responses when needed.

A key element of the role is developing effective working partnerships with a wide range of internal and external agencies to support delivery of the new front door model and an innovative and responsive early help offer. This will include supporting on the delivery of prototypes to test and embed new operational ways of working.

Key responsibilities will include:

- Engaging with individuals to understand and assess their needs to enable proactive working with appropriate stakeholders to deliver short-term interventions which ensure outcomes that promote and maintain the individual's independence.
- Providing strengths-based support and advice to individuals which empowers their ability to engage with appropriate national, local and community-based organisations and services.
- Using a strengths-based approach to monitor, evaluate and review individuals' assessments and needs, as required, to determine suitable adjustments to enable appropriate interventions to achieve independence outcomes.
- Proactively identifying and assessing where the provision of appropriate equipment, technology enabled care, minor adaptations and Reablement interventions would enable an individual to maintain their independence.
- Developing a knowledge base of key local, community and place-based services to support the creation of a citywide offer for appropriate signposting, advice and guidance.
- Negotiating and advocating, where appropriate, on behalf of individuals to promote and enable their best independence outcomes with other services and organisations.
- Actively participate in new and future initiatives and ways of working to improve and develop the team and early help offer.

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- Work with colleagues and stakeholders to produce plans that use an individual's needs to identify and reduce their vulnerability to risk, safeguarding and mental health capacity issues through appropriate referrals, advice and guidance.

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### General Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and compare information from a number of different sources. Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising Skills:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Ability to maintain sound judgement under competing priorities and pressure.
- **IT Skills:** Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Problem Solving and Decision-Making Skills:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in their thinking and explain reasoning behind decisions or actions taken

### Technical Requirements (Role Specific)

- Consent to and apply for an enhanced Disclosure and Barring Service (DBS) Check

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