**Manchester Local Care Organisation**

**Role Profile**

**Performance & Resourcing Coordinator, Grade 6**

**Disability Supported Accommodation Service and Short Breaks**

**Manchester Local Care Organisation**

**Reports to: Business Development and Resourcing Manager**

**Job Family: People Care and Support Indirect**

**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 coordinate and contribute to the provision of a high quality service to support service users and promote their independence ensuring service standards are achieved, maintained and improved.

The role holder will contribute to the positive engagement of service users with support services provided by both statutory and voluntary agencies, ensuring that they are appropriately supported and able to contribute positively to the community.

The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies in line with City Council policies and procedures.

The role holder will facilitate communication between support staff, citizens or property managers. Gather feedback from sites to inform service improvements. Report issues or concerns to senior management promptly. Track service delivery and ensure support is consistent and effective. Maintain accurate records of visits, interventions, and outcomes. Support data collection for performance monitoring and reporting. Assist with compliance to policies, procedures, and safeguarding standards.

**Key Role Accountabilities:**

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 vulnerable residents of Manchester.

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

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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

Schedule and deploy support staff to various sites based on need and availability. This will require the maintaining of a citywide calendar/rota system to record staff bookings, training sessions, and support activities. The roleholder will be required to ensure coverage of shifts across all required locations, adjusting plans as priorities shift.

Support onboarding and training of new peripatetic staff. Organise team meetings or briefings to share updates and best practices. Monitor staff wellbeing and workload, escalating concerns as needed. To act as line manager for a team of around 15 Support Workers (Grade 4)

Respond to urgent support needs or last-minute changes in plans. Adapt support strategies based on site-specific challenges. Adapt support strategies to make the best use of resources available to the service.

Collecting and analysing performance data (e.g., KPIs, service delivery metrics). Supporting audits and evaluations of service effectiveness. Identifying trends, gaps, and areas for improvement. Contributing to performance reports and presentations for leadership. Developing and implementing improvement plans based on data insights.

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

**Role portfolio:**

A whole range of supported living housing has been developed progressively over the last twenty years or more, to meet diverse individual needs. The move towards supported living has been predicated on the basis that any people with disabilities would prefer to choose who, if anyone, they wish to live with, and would generally prefer to live either in an individual flat, house, or to share, but with only a small number of people, personally selected.

The **Disability Supported Accommodation Service** **(DSAS)** has been part of this change, developing a city wide network of housing with support and respite services for adults aged 18+ with learning disabilities, autism and complex needs, individuals with a physical disability, adults whom are sensory impaired or have an acquired brain injury. The Service continues to aim to make a positive difference to the lives of individuals with disabilities by offering quality housing and person centred support and care as we believe that every individual has the right to achieve their full potential regardless of disability and that disability should not exclude a person from society and a fuller community life.

This role sits in Supported Accommodation - Networks.

The role holder will:

* Work collaboratively with other health and social care professionals, maximise wider community assets and individuals, their family, friends and advocates to provide person centred support.
* Assist the Registered Manager to maintain the Unit and the overall environment ensuring it is furnished, equipped and cleaned to the required standard, with responsibility for assessing, reviewing and resolving Health and Safety issues.
* Continuous management and development of staff line managed through regular supervisions and All About You sessions.
* Lead in the quality assurance and review of individual citizen’s files ensuring they meet the standards set by CQC and the Services Quality Assurance Framework.
* Ensure that financial regulations are adhered to when dealing with citizens finances.
* Lead in providing a person centred service that offers independence and a fuller community life, developing and maintaining the delivery of community based activities that promote their independence and wellbeing, while ensuring quality and cost effective services.
* Ensure the provision of a stimulating environment for all customers and encourage their participation in the running of the Unit.
* Support customers in improving their quality of life and promote health, independence, well being and choice whilst creating a safe and caring environment.
* Schedule and deploy support staff to various sites based on need and availability. This will require the maintaining of a citywide calendar/rota system to record staff bookings, training sessions, and support activities. The roleholder will be required to ensure coverage of shifts across all required locations, adjusting plans as priorities shift.
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**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**

* Good literacy and numeracy skills to undertake calculations and produce letters and other documentation
* 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.
* Ability to influence or persuade immediate departmental or functional colleagues.
* Ability to communicate clearly, concisely, accurately and in ways that promote understanding.

**Analytical Skills**

* Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* Ability to identify patterns and trends that may impact on decisions with skills to identify risks and any assumptions made.
* Able and confident to resolve moderately complicated queries in their area of knowledge
* using logical thinking to explain reasoning behind decisions or actions taken.
* Ability to present information using simple descriptive statistics; mathematical averages, percentages, appropriate tables and charts.

**Project management**

* Planning Skills to map the achievement of a desired outcome through a series of actions and milestones with an ability to implement monitoring techniques to capture progress made.

**Problem Solving & Decision Making**

* 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 thinking and explain reasoning behind decisions or actions taken

**Creative Skills**

* Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**ICT Skills**

* Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**People Management**

* Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical Requirements (Role Specific)**

* Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.
* Must hold NVQ Level 3 in Health and Social Care or equivalent and willingness to work towards NVQ Level 4 and OR Level 5.
* Willing to work out of hours/ weekends/ evenings and bank holidays as required.
* Consent to and apply for an enhanced disclosure check.