**Manchester City Council**

**Role Profile**

**Support Coordinator, Grade 6**

**Disability Supported Accommodation Service,**

**Manchester Local Care Organisation**

**Report to: Registered Manager**

**Job Family: People Care & Support (Direct Provision)**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partner

(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 support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is 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 vulnerable residents of Manchester.

**Key Role Accountabilities:**

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes.

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

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

Work with colleagues and stakeholders to produce plans that use service users 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 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

**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.
* Create and maintain all person centred plans, risk management, health action plans, pen pictures etc for individual citizens.
* 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.
* Be responsible for the ordering, administering, recording and stock control of medication in line with policies and procedure.
* 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.

**Key Competencies 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:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.

Ability to advise and put cases across in relatively straightforward, non-contentious situations with ability to negotiate agreements.

**Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.

**Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

**Problem Solving and Decision Making:** Is able to make effective decisions on a day-today 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.

**Strategic Thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans.

**Financial Management:** Ability to work confidently with financial data and make decisions using appropriate financial information, interpreting trends and accounting for risk.

**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**: Ability to use multiple applications, systems and associated software packages.

**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.
* Must hold a valid driving licence and have access to a vehicle at work.