

## **Job Profile**

**Job Title:** Support Coordinator

**Job Grade:** Level 2, Zone 1

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we are not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we are making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The role of Support Coordinator will form part of a new community-based model of care and support which will be managed by our existing in-house provider service [Bramshurst]. This role will deliver care and support to residents as part of a new community-based model with close ties to the developing neighbourhood integrated teams, networks with key partners across the Council, health, care, and voluntary and community sector (VCS).

Our team will do whatever it takes to support people to live well at home and be part of their community. We challenge the loneliness, boredom, and helplessness that many people experience, and support people to feel connected, to contribute, be active and have purpose, their own way. Support Coordinators use their head, heart, and hands to support people and bring our values to life.

### **About the role**

The purpose of this role will be to provide practical support to help people to live well at home, in the way that the person wants. This will include help with personal care (for example getting in and out of bed, washing, bathing, dressing), providing meals, support with taking medication, looking after their home, and getting out and about. Whatever the person needs, when they need it, in the way they want it. The number and time of the visits are decided with the person.

This role will form part of a pilot within a transformation programme for Care and Support at Home in Camden Adult Social Care. We are therefore keen to understand the potential impact of an intensive, strengths-based support model for our residents.

### **Outcomes**

- Working as part of a strong and positive network to improve people's wellbeing
- Promoting the overall wellbeing of people in support of care
- Tailoring service delivery to the person's personal circumstances as well as their needs and wishes
- Linking individuals to their communities and encouraging them to use the resources available to them
- Promoting and advocating for people and their representatives' involvement in their support plan development, reflecting their individual needs, preferences and differences.
- Acknowledging and dealing responsibly with the risks involved in people's support plans, assessing, and regularly reviewing its benefits and dangers. Balancing safety with the individual's rights to self-determination, bearing in mind the individual's capacity to take decisions for themselves.
- Being part of a network that regularly reviews and updates support plans where necessary, in response to changing needs and circumstance
- Promote the efficient sharing and flow of information between all of those involved in the person's care, to ensure continuity of service

- To work towards reducing the possibility of deterioration in the people in our care's health
- Ensure that the support plan can aid in the prevention and early detection of any ill health in the person in our care.
- To promote and facilitate choices over exercise, diet and other aspects of the service user's lifestyle that promote healthy living.

### **About you**

- You will ensure all information is recorded and kept up to date and to report to the manager of any significant changes in the health or circumstances of a resident.
- You will provide safe, person-centred, compassionate care and work within the team agreements.
- You will be respectful of people's homes and possessions, and any equipment.
- You will show a commitment to being flexible and providing feedback on a regular basis to senior management.
- You will understand the range of support requirement for people with care and support needs (including Mental Health, Physical Health or Learning Disabilities).
- You will be able to support people with Neuro-complex conditions.
- You will be able to self-manage your own time with minimal supervision.
- You will have a basic understanding of IT software and equipment (Particularly Microsoft Office Applications such as Word and Outlook)

Qualifications: You will hold a Level 3 Diploma in Health and Social Care (Adults) qualification.

Knowledge and Experience: You will have completed training in Manual Handling; Safe handling and administration of medicine; Infection Control; Safeguarding Adults Awareness. You will have experience of working with and supporting people with multiple complex health and social care needs.

### **Work Environment:**

This role will be predominantly community-based where you will be visiting people within their own homes who may need hands-on support in all areas of daily living, including people moving, personal care and administration of medication/understanding of medication.

The service operates across seven days and will require the post holder to be available to work at any time within this; including evenings, weekends and bank holidays.

### **People Management Responsibilities:**

None

### **Relationships:**

The post requires working effectively with a range of internal and external stakeholders, including customers and their relatives and friends, other professionals, colleagues and members of the community, and the ability to communicate with each at a level that is meaningful to them is essential.

### **Over to you**

We are ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way; silo working is not.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview, or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,