

## **Job Profile Information: Senior Support Coordinator**

**This supplementary information for the Senior Support Coordinator- Learning Disability Breakaway Respite Service is for guidance and must be used in conjunction with the Job Capsule for Social Care Job Family at Level 3 Zone 1**

### **Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

- To support people with Learning Disabilities to take control of their lives and, making use of the local community, to meet planned goals and outcomes
- To plan and provide high quality support to adults with Learning Disabilities, to include physical and emotional support and personal care.
- To supervise and support staff to carry out their duties in relation to the above
- To be an active member of the Management Team for the service

#### **Example outcomes or objectives that this role will deliver:**

- Support a multi-disciplinary team approach to planned outcomes for all customers
- Promote equality of opportunity, choice, privacy, dignity, rights and independence
- Support customers and staff and to develop and maintain relationships and be attuned to customers' wellbeing needs
- Coordinate deployment of support staff in planning and supporting clients, which may focus on activities of daily living, educational, leisure or therapeutic themes, and to participate with them, as required.
- Ensure the safeguarding of vulnerable adults
- Monitor and manage the performance of staff, including supervision and appraisal
- Participate in a rota to provide remote out-of-hours on call senior support to staff at the service
- Coordinate the programme and support staff in planning and leading activities for clients, in the community and/ or at the service base, focussing in employment, educational, leisure or therapeutic themes, and to participate in them, as required.

### **People Management Responsibilities:**

The post requires supervising 3/4 and appraising 3 members of staff

- **Relationships:**

The post requires working effectively with a range of internal and external stakeholders, including customers and their careers, 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.

### **Work Environment:**

- Part of the management team of a busy and vibrant day service, which requires all Coordinators to be flexible to adapt to changing needs and demands of customers
- Working with people who may need hands-on support in all areas of daily living, including people moving, personal care and administration of medication
- Some customers may display behaviours which challenge the service
- Universal precautions required to inhibit spread of infection.

### **Technical Knowledge and Experience:**

- Educated to NVQ Level 3 in Social Care or have relevant leadership experience within Social Care working environment
- *Good working knowledge of LDAF Induction*
- Ability to work collaboratively with colleagues and other stakeholders to achieve set outcomes for customer
- Good communication skills both (verbal and written)
- Proficient in using Microsoft Packages
- Proven ability to coordinate, plan and run activities
- Ability to evaluate reports and record information in concise format that stakeholders can understand
- Experience of motivate and support others performance

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle, which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on Camden, please visit [HERE](#)