

# Senior Support Coordinator Focus House

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## Job Description

**Job Title** Senior Support Coordinator

**Location** Focus House

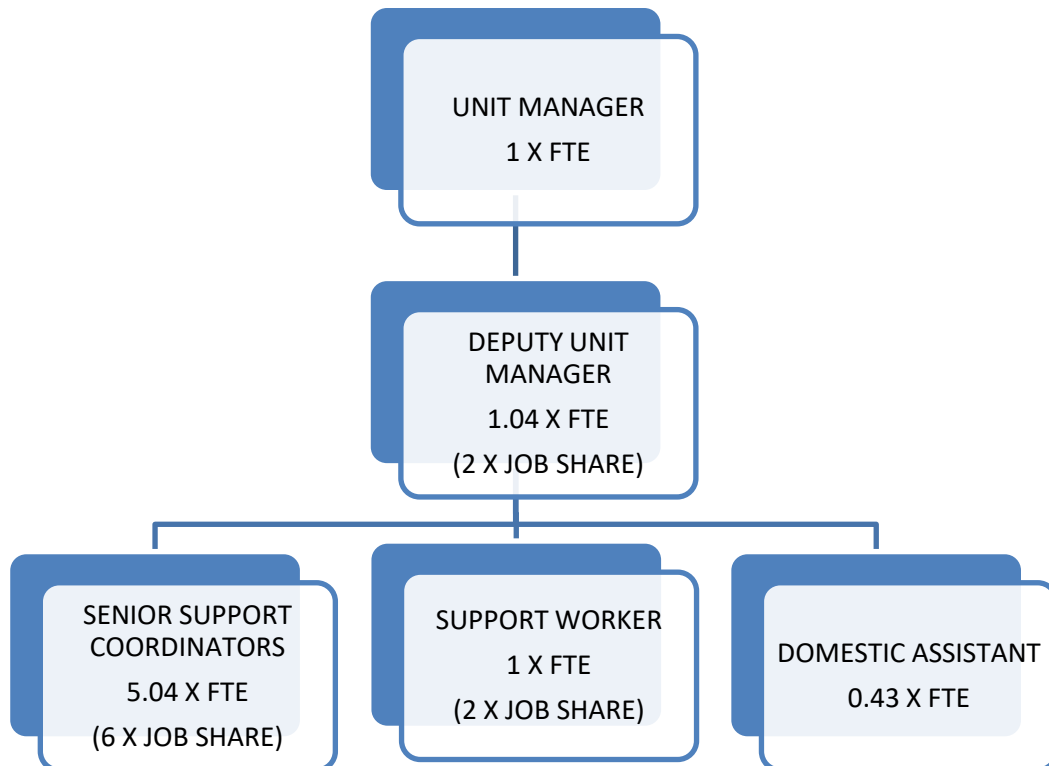
**Grade/Salary Range** RG4 SCP 11 - 22 (Gateway @ SCP 17)

**Service/Directorate** FOCUS HOUSE  
ADULT CARE AND HEALTH SERVICES

### Job Purpose

To assist the Manager and Deputy Manager in the delivery of good quality social care and rehabilitation plans for service users with mental health needs.

### Designation of Post and Position within Departmental Structure



1. This post is one of a number of Senior Support Coordinators (currently 6) based at 14 & 16 Castle Crescent.
2. The post holder will be expected to work within a care team and contribute to all team duties as required.
3. The post holder will report to the Manager/Deputy Manager.
4. The post holder will be expected to frequently lead shifts, giving guidance and delegating some duties to Support Workers

## *Main Duties and Responsibilities*

1. Participate in and take responsibility for good care practice, including the direct provision of care, ensuring that the safety and welfare of service users are maintained, consistent with any departmental policy on risk, and taking appropriate action where care and support practices are not of the required standard.
2. Take responsibility for the planning and implementation of individual care and support plans and reviews in collaboration with the service user as part of a recovery model. To include:

Assessment of individual needs.

Ensuring that appropriate leisure or other activities are organised.

Attending and participating in case reviews.

3. Assisting service users through change, including the process whereby they are moving in or out. Assess risk in relation to service users and plan strategies to manage this.
4. Take responsibility for the welfare of specific service users and for their use of services.
5. Assist service users to deal with behavioural difficulties and challenges.
6. Liaise as required with Care Managers, GPs, other professional workers, statutory and voluntary organisations, and relatives or other significant people in connection with the care of service users.
7. Participate in a duty rota, to carry out sleep-in duties and, where required, to supervise, assist and deploy staff in order to maintain – a twenty four/seven core service of minimum staffing cover plus other hours according to individual need as identified in personal support plans - Provide support and leadership on a 24 hour basis including bank holidays, evening and weekend cover and sleeping-in duties, as required. There may be a requirement to undertake waking night duty, if cover is needed.
8. To be based at 14/16 Castle Crescent, Reading, though will be required to offer appropriate outreach support at various sites including the group homes and in service users' own accommodation as according to individual support plans.
9. To provide further support to daily living tasks within the local community, e.g food shopping & budgeting skills, according to individual support plans with a view to furthering independence.
10. To develop a therapeutic alliance with service users based on trust, respect, agreed support tasks and goals with a view to promoting and facilitating self-efficiency.
11. Understand and operate the Council's policies and procedures for the administration of medication to service users.
12. Maintain and write records and reports on service users in accordance with departmental policy. Produce verbal and written reports if required.

13. Participate in and contribute to internal and external staff training and development, including student placements.
14. Undertake additional duties as may be required for the efficient running of the service.

**Criteria to progress through the Gateway to spine point 17:**

Attainment of NVQ Level 3 in Health and Social Care.

Progression will need to be authorised by the Team Manager and based on evidence of the training, qualification and outcomes outlined above being used effectively in work practice.

***Scope of Job (Budgetary/Resource Control/Impact)***

May raise and approve Purchase Orders to an agreed amount.

NO responsibilities for formal staff supervision though the postholder may often be the senior person on duty and so take charge of the shift.

***Special/Other Requirements/Responsibilities of this Post***

<i>Level of DBS check required for this post</i>	ENHANCED
<i>If *, does the post require a check against the list of people barred from working with vulnerable adults?</i>	YES
<i>If *, does the post require a check against the list of people barred from working with children?</i>	NO
<i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i>	N/A
<i>Is this post “politically restricted”?</i>	NO
<i>Responsibility for Health &amp; Safety:</i>	LEVEL 2
<i>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i>	? ask Bharti

*Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above* N/A

## Person Specification

### *Qualifications/Education/Training*

1. Competent literacy skills. Able to write progress notes, letters, reviews, care programmes and reports that are clear, concise, accurate, informative, objective and legible with correct punctuation, spelling and grammar.
2. Competent numeracy skills. Able to perform basic arithmetical operations and check accuracy of results.

### *Experience*

1. Experience of working with people in social care.
2. Experience of working in a team.

### *Skills, Abilities & Competencies*

1. Excellent care skills which include a proven ability and understanding of care practice issues, good communication skills in order to liaise effectively with colleagues and other professionals and knowledge of the principles of good practice and of keyworking.
2. A basic understanding of some of the difficulties and issues affecting people with mental health needs and to be able to apply the theory to practice.
3. Good listening skills.
4. Ability to extract and assimilate information from a variety of sources that will contribute to the service users care plan.
5. Ability to cope in difficult/stressful situations whilst maintaining a non-judgmental attitude plus an awareness of anti-oppressive practice.
6. Good organisational skills - able to plan review meetings, organise and implement care plans, organise and participate in recreational activities.
7. Understanding of the value of teamwork and the ability to work effectively within a group dynamic.
8. Able to manage people and problems tactfully and apply initiative in managing tasks, including the management of daily routines and deploying staff appropriately in the absence of a senior officer.

### *Specific Working Requirements*

1. Must be flexible to work on a rota basis, including evenings, weekends, bank holidays and sleep-ins; able to cover staff sickness, annual leave etc.