



Creative Support Ltd, Head Office

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Support Coordinator
South Tyneside Learning Disability Service

Reference: 76721

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 06 May 2024

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All employees are subject to enhanced DBS checks



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JOB DESCRIPTION – SUPPORT COORDINATOR

South Tyneside Learning Disability Service

Hours: **Full time (37.5 hours per week).** Hours to be worked flexibly on a rota which may include evenings, nights, weekends and bank holidays according to the needs of the service.

Responsible to: **Team Leader**

The Role:

- You will have responsibility for the operational management of the South Tyneside service.
- You will ensure that all contract requirements, safety standards, and expectations are fully met.
- You will ensure that service users receive person centred support enabling them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. You will ensure that the service is responsive to needs and preferences of service users and families.
- You will support and supervise staff and liaise effectively with involved professionals and other agencies.

Project Management Duties:

- 1.1** Be accountable for the quality of the service and ensure that it meets quality standards and requirements of the service specification, the Commissioners, Creative Support, and other stakeholders.
- 1.2** Promote effective partnership working with local partners and agencies and ensure the achievement of agreed service objective.
- 1.3** Ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors. Promote health and safety awareness.
- 1.4** Encourage customer feedback and suggestions from service users, informal support networks and stakeholders for improving services. Promote a positive attitude to complaints. Ensure that complaints are investigated within Creative Support procedures and that timely and appropriate action is taken.
- 1.5** Maintain financial control systems with the Project Manager and Finance Department. Ensure that service user finances are managed in line with Creative Support policies.
- 1.6** Assist in regular formal reviews of the service. Collect and collate relevant statistical information, including service user contact hours. Develop and participate in the evaluation of outcomes for service users. Ensure that quality assurance measures are implemented.
- 1.7** Assist the Project Manager in managing service budgets and liaise with Creative Support's Director of Finance. Ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
- 1.8** Maintain positive working relationships with local professionals and services. Contribute to effective joint working by maintaining high standards of liaison and communication and by participating in interagency forums.

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- 1.9 Facilitate involvement of service users and their informal support network in the planning, delivery, and evaluation of the service.
- 1.10 Notify local agencies of vacancies within the project, and seek appropriate referrals to maximise service outcomes. Carry out full assessments of referrals and convene the Allocations Panel to discuss their suitability to the service.

Staff Management:

- 1.11 Manage staff to ensure the highest levels of performance and standards of work are achieved.
- 1.12 Meet service user needs following Support Plans by:
 - Coordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met
 - Ensuring that all planned service user activities take place and that all individual programmes are followed.
- 1.13 Coordinate and deploy staff resources as efficiently as possible in relation to the needs of service users and the requirements of the service.
- 1.14 Maintain a customer-focused ethos and ensure excellent working relationships with involved professionals.
- 1.15 Ensure that staff receive personal support, supervision and appraisal. Take appropriate action to ensure that performance difficulties are addressed effectively.
- 1.16 Ensure that staff training and development needs are identified and met. Participate in planning and delivery of staff training and development activities.
- 1.17 Organise and chair team meetings, ensuring a cooperative and cohesive team spirit and a culture of open and honest communication.
- 1.18 Promote and nurture best practice and brief staff regarding wider policy and practice issues.
- 1.19 Participate in recruitment and selection of staff under direction of the Project Manager.

Support Duties:

- 1.20 Develop and sustain warm, trusting relationships with service users and ensure that staff promote their self esteem, happiness and emotional health.
- 1.21 Ensure that staff encourage and support service users in expressing needs, views, and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.22 Ensure that staff respect and promote the rights and entitlements of the people we support. Ensure that service users are offered access to sources of independent advocacy and advice.
- 1.23 Ensure that the service supports service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.

- 1.24** Ensure that service users gain independence, confidence, and competence. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement, and positive feedback.
- 1.25** Ensure that service users receive advice, care, and regular health checks to maintain their physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.26** Ensure that medication is administered and recorded as prescribed and in line with Creative Support guidelines and Support Plans.
- 1.27** Observe and monitor service user mental and physical wellbeing and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.28** Ensure that emergencies and incidents are responded to promptly and appropriately within Creative Support policies and procedures.
- 1.29** Ensure that staff conduct and record financial transactions involving service users within Creative Support guidelines.
- 1.30** Ensure that service users are enabled to be as independent as possible in managing personal finances. Ensure that they obtain full benefit entitlements and are given advice and assistance regarding budgeting, paying bills, and avoiding debt.
- 1.31** Promote anti discriminatory practice and ensure that services are responsive to specific needs of female service users and service users from ethnic minorities.
- 1.32** Ensure that service users have regularly reviewed Outcome Focused Support Plans. Monitor content, implementation, and effectiveness of plans.
- 1.33** Collaborate with service users in developing Wellness Recovery Action Plans/Support Plans.
- 1.34** Ensure that service users have a key worker and co-worker. Act as the nominated key worker as appropriate.
- 1.35** Conduct holistic assessments of service user needs, preferences, goals, aspirations, and risks with service users, families, and involved professionals. Devise Support and Risk Management Plans accordingly that are reviewed on a regular basis.
- 1.36** Encourage, support and assist service users in the following areas to maximise existing skills:
 - Problem solving and life skills/activities of daily living
 - Domestic skills
 - Budgeting, benefits, managing personal finances and paying bills
 - Nutrition and safety matters
 - Using community resources and facilities
 - Social, leisure and education activities
 - Benefit entitlements
 - Health promotion
 - Management of mental health symptoms/concordance with medication
 - Personal safety
 - Tenancy management

1.37 Offer reassurance and support to service users at times of emotional distress. Work with managers and other agencies at times of crisis. Provide flexible and responsive support to avoid deterioration in mental health and admission to hospital.

1.38 Liaise with the Community Mental Health Teams (CMHT) and the Community Learning Disability Team (CLDT) relating to vacancies

General Duties:

1.39 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

1.40 Accept support, supervision and guidance from senior colleagues.

1.41 Identify own training needs with line manager and attend training events and courses.

1.42 Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

1.43 Support service users with daily living skills and activities, including moving and handling.

1.44 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may be split shifts. Flexibility and reliability are key factors in this role.

1.45 Any other duties as required.

PERSON SPECIFICATION - SUPPORT COORDINATOR**South Tyneside Learning Disability Service**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	At least three years' experience of supporting people with learning disabilities	Application Form	Essential
2	Experience of staff supervision and/or management	Application & Interview	Desirable
3	A relevant professional qualification (e.g., RNLD, DipSW, NVQ 3)	Application & Interview	Essential
4	Degree level academic qualifications /management qualifications	Application Form	Desirable
5	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
6	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
7	Support and supervise staff and devise staff rotas that meet the needs of the service	Interview	Essential
8	Collaborate with service users, families, and involved professionals to provide a service which maximises outcomes for service users	Interview	Essential
9	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	Conduct support and risk assessments and devise Support and Risk Manage Plans accordingly	Interview	Essential
11	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Application & Interview	Essential
12	Willingness to work flexibly on a rota according to needs of the service, including evenings, weekends, and sleep-ins	Interview	Essential
13	To have a clean, valid driving licence and access to a car	Application Form	Essential

TERMS AND CONDITIONS – SUPPORT COORDINATOR

South Tyneside Learning Disability Service

Salary:	Up to £12.82 per hour depending on experience	
	Point One:	£12.62 per hour
	Point Two:	£12.82 per hour
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Full time or part time to be worked flexibly to meet the needs of the department. You may be required to work sleep-ins.

Holidays:

20 days plus 8 statutory days pro rata.

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions

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for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

Life Assurance:

Currently set at two time’s basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time’s annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.