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Support Coordinator

Reference: 95197

Oxford, Headington - Hope House

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: 20 November 2026

Once you have submitted your application form allow *10 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 very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – SUPPORT COORDINATOR

Hope House

Hours: 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service.

Responsible to: Registered/Service Manager and other senior colleagues

The Role:

i) You will be responsible for the operational management of a high quality supported living service located in Oxford, Headington. You will ensure that the service provided is responsive to the needs and preferences of service users and their families. You will ensure that all contract requirements and expectations are fully met.

ii) You will ensure that service users receive individualised person-centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Care and Support of Service Users

1.1 Ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self-esteem, happiness and emotional health.

1.2 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.

1.3 Ensure that staff respect and promote the rights and entitlements of people with learning disabilities, autism mental Health needs and enable them to participate as fully as possible in their communities. Ensure that service users are offered access to sources of independent advocacy and advice.

1.4 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.

1.5 Promote a warm, positive approach to friends and families of service users. Involve families and partners in support planning, in accordance with service user preferences.

1.6 Ensure that service users are enabled to gain independence, confidence and competence. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

1.7 Coach staff in using appropriate strategies and interventions, as specified by Person Centred Plans, to support people who express frustrations and needs with behaviour that challenges through positive behavioural support planning and processes. Act as role model with regard to issues around authority, personal conflict and responsibility.

1.8 Devise and implement detailed management guidelines, individual programmes and protocols for managing behaviour that challenges services.

1.9 Ensure that service users receive advice, care and regular health checks to maintain their physical and emotional wellbeing. Promote nutrition, relaxation, exercise, healthy lifestyles.

1.10 Ensure that medication is administered and recorded as prescribed. Organise safe procedures for collection, storage and administration of medication within agency guidelines. Report side effects or failure to take medication to the prescribing doctor.

1.11 Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and agencies of concerns or significant changes in their needs, behaviour and circumstances.

1.12 Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

1.13 Ensure that staff conduct and record financial transactions involving service users within agency guidelines. Ensure that service users are enabled to be as independent as possible in management of personal finances. Ensure that they obtain their full benefit entitlement and are given advice and assistance regarding budgeting, payment of bills and avoidance of debt.

1.14 Promote anti discriminatory practice and ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

1.15 Ensure that specific needs of service users with additional problems, including physical/Mental health needs and disabilities, communication and mental health needs, are fully identified, assessed and responded to as appropriate.

1.16 Ensure that service users have regularly reviewed and evaluated communication passports, risk assessments, Personal Support Plans and person-centred plans. Monitor content, implementation and effectiveness of plans. Ensure that service users have a keyworker/co-worker and act as nominated keyworker as appropriate.

1.17 Ensure that service users receive appropriate and adequate care and support to meet individual needs, drawn from external and internal resources. Ensure that service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

Staff Management

2.1 Manage staff to ensure the highest levels of performance and standards of work are achieved.

2.2 Plan to meet service user needs following Personal Support Plans by:

- Co-ordinating 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 duties are carried out as prescribed and that quality standards are fulfilled
- Ensuring that all planned service user activities take place and that all individual programmes are followed.

2.3 Have a clear vision for the provision of learning disability services consistent with the philosophy of the agency. Articulate and reinforce this vision, ensuring that it is embedded in actual practice. Ensure that staff understand and are committed to the values and objectives of the service and Creative Support.

2.4 Co-ordinate and deploy staff resources efficiently to meet service user needs and service requirements.

2.5 Generate and maintain a customer focused ethos at all times and ensure excellent working relationships with the multi-disciplinary team.

2.6 Ensure that staff receive personal support, supervision and appraisal. Take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.

2.7 Ensure that staff training and development needs are identified and met. Participate in planning and delivery of staff training and development activities. Act as Diploma assessor for staff undertaking Diploma programmes. Coach, train and supervise nursing, social work and other students on placements and contribute to agency training initiatives.

2.8 Organise and chair team meetings, ensuring a cooperative and cohesive team spirit and a culture of open and honest communication.

2.9 Promote and nurture best practice and brief staff regarding wider policy and practice issues.

2.10 Participate in recruitment and selection of staff, under direction of the Service Manager and Registered Manager.

Project Management and Administration

3.1 Be accountable for the quality of the service and to ensure that it meets required quality standards and requirements of Creative Support, Social Services Department, CQC and other stakeholders.

3.2 Promote effective joint working with partner agencies and ensure that service objectives are agreed. Ensure that excellent communications are maintained.

3.3 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. Assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.

3.4 Encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. Promote a positive attitude to complaints. Ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.

3.5 Maintain effective administrative procedures and financial control systems in liaison with Service Manager and the Finance Department. Ensure that matters pertaining to client

finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures'* and monitor carefully all financial arrangements and transactions.

3.6 Help develop and participate in monitoring and evaluation procedures. Assist in the formal review of your schemes at regular intervals. Collect and collate relevant statistical information including client contact hours. Develop and participate in outcome evaluation for clients.

3.7 Assist the Service Manager in management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Manager. Ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised. Ensure that rent accounting, petty cash and book-keeping procedures are maintained to required standards.

3.8 Ensure that properties managed by Creative Supported are maintained. Ensure that repairs are carried out promptly and that housing services are efficiently and effectively carried out.

3.9 Establish and 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 inter agency forums.

3.10 Facilitate the involvement of service users, carers and representatives in the development and management of services. Promote Creative Support, its services and activities to service users, carer, other agencies and the general public.

3.11 Notify local agencies of vacancies within the project, and to seek appropriate referrals to maximise service outcomes. Assess referrals and discuss them at Allocation Panels.

General Duties

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

4.2 Accept support, supervision and guidance from senior colleagues.

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

4.4 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

4.5 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

4.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

4.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

4.8 Take on the role of shift co-ordinator when required.

4.9 Any other duties as required.

PERSON SPECIFICATION – SUPPORT COORDINATOR
Hope House, Headington, Oxford

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least two years' experience of supporting people with learning disabilities and mental health.	Application Form	Essential
2	Experience of staff supervision and management	Application & Interview	Essential
3	Develop warm, trusting relationships with service users and a person centred approach to people with learning disabilities and mental health needs.	Interview	Essential
4	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
5	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities and Mental Health Needs.	Application & Interview	Essential
8	Conduct support and risk assessments and devise Support and Risk Management Plans accordingly	Interview	Essential
9	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
10	Familiarity with current government policy, CQC guidance and accepted good practice in the provision of learning disability services	Application & Interview	Essential
11	Promote anti-discriminatory practice at the service	Application & Interview	Essential
12	Willingness to work flexible hours according to needs of the agency and service users	Interview	Essential
13	Has an NVQ3/H&SC Diploma Level 3, and willingness to train to Level 5	Application & Interview	Essential

TERMS AND CONDITIONS – SUPPORT COORDINATOR
Oxford, Headington – Hope House

Salary:	**Up to £14.65 per hour**	
	Point One:	£14.45 per hour
	Point Two:	£14.65 per hour
Please Note: *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.*		

Hours of Work:
Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

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

Holidays:
25 days plus 8 statutory days pro rata.

Bank Holidays:
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Level 2 and/or Level 3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

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.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

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

Probationary Period 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 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 does pay Statutory Sick Pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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

On-Call Rota:
Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

Discretionary Benefits:
Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

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 from your pay on a regular basis to any registered charities.

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 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 are provided will be dependent 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.