

COMMUNITY SUPPORT CO-ORDINATOR

Reference No.	SS2357	Type	Individual
Service	Adult Services		
Job Family	Care 6	Grade	FC7

Purpose

Undertaking a range of management and care tasks. Demonstrating leadership skills in an encouraging and supporting role. Providing “on the job” coaching as necessary, overseeing and monitoring working practices. Working alongside other professionals, utilising sound practice and knowledge.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Overseeing and contributing to care plans using key concepts within the National Care Standards, actively promoting and ensuring a high standard of care.	Must have, in the first period of registration, Social Services and Healthcare SCQF7 qualification which includes HNC or Advanced Highers or equivalent to meet Scottish Social Services Council registration	✓	
	Must gain additional supervisory or management qualification containing supervision or management theory and practice suitable for a supervisor of a care service with a minimum of 15 credits at SCQF level 7 or above	✓	
	Knowledge of National Care Standards (Deliver results - See ‘How We Work Matters’ Framework)	✓	
	Ability to provide a regular, efficient and effective service	✓	

Role Profile

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Assessing, planning, implementing, monitoring and reviewing of individual care plans.	Knowledge of outcome focussed approach Ability to promote high standards of care	✓ ✓	
Monitoring and evaluating services and meeting Service user requirements, ensuring policies, procedures and guidelines are implemented and maintained.	Ability to manage and prioritise workload (Take ownership) Knowledge of outcome focussed approach	✓ ✓	
Contributing to a range of social, recreational and educational activities aimed at providing a stimulating environment through person centred working, fully respecting the wishes and opinions expressed by service users and their carers or advocates and promoting/encouraging independence and social inclusion.	Knowledge of the needs of Service Users Ability to demonstrate initiative Ability to work in a flexible way Ability to be innovative and creative (Focus on customers)	✓ ✓ ✓ ✓	
Promoting effective working relationships through positive and constructive communication.	Team working skills (Work together)	✓	
Linking with other providers, statutory and voluntary agencies, including health, to develop positive working relationships and collaborating with established community links to compile information on other relevant and available community resources.	Experience of making effective decisions Ability to travel throughout Fife	✓ ✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

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Establishing and maintaining professional relationships in respect of service users, carers and colleagues by participating in open and sensitive dialogue.	Communication skills Ability to engage and sustain relationships	✓ ✓	
Establishing and maintaining sound administrative systems, including client/resident records, and stock control.	Organisational skills IT Skills (Embrace technology & information)	✓ ✓	
Providing support in areas of financial and resource planning and promoting “Best Value for Money” in all aspects of service delivery.	Ability to follow set financial procedures Problem solving skills	✓ ✓	✓
Assessing potential risks whilst operating within the framework of service policies and procedures e.g. Health and Safety Regulations, Data Protection Legislation and Confidentiality Policy.	Knowledge of Health and Safety requirements Knowledge of quality assurance systems Ability to demonstrate competence through regular assessment of care practice	✓ ✓ ✓	✓
Leading a team of employees, providing support and supervision, identifying development needs, coaching and contributing to in-service training.	Supervisory experience Ability to be assertive and confident Ability to motivate Delegating experience	✓ ✓ ✓	✓

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Participating in recruitment and selection of appropriate employees.	Recruitment experience Training experience		✓ ✓
Organising, chairing and attending staff and other relevant meetings, contributing to service development and finalising reports, including statutory reports.	Report writing and literacy skills Service development knowledge	✓	✓
Undertaking relevant training, taking ownership and being responsible for own continuous professional development, ensuring all required mandatory training and development needs are met within the required timescales.	Ability to evidence Continuous Professional Development	✓	
Providing and ensuring the sensitive provision of personal care which may include assistance with washing, dressing, eating, toileting and administering medication.	Ability to undertake physical tasks e.g. being able to comfortably kneel on beds and floors and able to rise without difficulty Moving & Handling training	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

E = Essential Criteria D = Desirable Criteria

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children ☐	PVG Protected Adults ☒	PVG Both ☐	None ☐
	Basic Disclosure ☐	Standard Disclosure ☐	Enhanced Disclosure ☐	

Additional Information – the following information is included in appendices:
The following information is included in appendices: • Structure Chart • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
• Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results