



Job Description

Job Title: Belong at Home Coordinator
Accountable to: Registered Manager
Location: Belong

JOB PURPOSE

To work with the Registered Manager to promote best practice and support the successful management and development of a cost effective, high quality person centred domiciliary care service that specialises in supporting older people living with dementia and their carers.

KEY OBJECTIVES

- To ensure that services provided exceed the national minimum standards for domiciliary care, comply with organisational standards and uphold the core values of Belong.
- To act as a single point of contact for requests for Belong village services by carrying out an initial assessment of customers needs.
- To ensure the needs and aspirations of customers are met by contributing to the recruitment, selection and development of a team of support workers who are highly skilled, motivated and customer focused companions.
- To organise and coordinate access and support for customers to a range of life style opportunities based on the preferences and direction of the individual to enable them to retain skills, develop their interests and enjoy new experiences.
- To assure the quality of service provision through quality monitoring visits, systems audits, feedback and reviewing customer requirements.

SUPPORTING OBJECTIVES

Service Delivery

- To undertake an initial assessment of the older person and their carers as a first point of contact with the service and liaise with other members of team as appropriate to facilitate access to the care and support they need.
- To commission Belong at Home services directly in liaison with customers and their representatives and ensure contracts for services provided are in place and satisfy customer requirements.
- To ensure sufficient staffing resources are in place to deliver Belong at Home services and that staffing hours are managed effectively in line with charged hours for services to customers and that these levels are maintained within budget and any variance reported to the Registered Manager.
- To inform the Registered Manager of any out of hours emergencies or of any specific customer needs, which cannot be met through the non-availability of services or resources.
- To develop and maintain a resource file of all services available in the community for which customers can be supported to access or be sign posted to.
- To ensure that the Life Plans are developed in partnership with the older person, their family carers and any others significant to them and that these are monitored and updated.
- To effectively manage the workload of the support team ensuring effective roster-ing, service efficiency and flexibility to meet customers changing needs.
- To ensure that all members of the support worker team are fully aware of their roles and responsibilities within the safeguarding vulnerable adults framework and they are trained and supported in their practice so that Life Plans and risk assessment seek to promote independence and control to enable the older person's to live a life style of their choosing.

- To ensure the health, safety and wellbeing of customers and team members by carrying out risk assessments and ensuring access to appropriate aids and equipment to prevent injury.
- To liaise with other agency professional to ensure customers receive timely support to access health care and emergency services.
- To ensure that safe systems and process are in place to support customers who need assistance to obtain and administer their medication in accordance with Belong policy and procedures.
- To develop and maintain robust recording systems in accordance with Belong policies and procedures, CQC and the Service Contract Agreement.
- To ensure compliance with organisation policies, procedures and the National minimum standards by undertaking practice audits.
- To ensure legislative and organisational training requirements are delivered and maintained in accordance with mandatory timescales.

Team Leadership & Participation

- To provide direct support and line management to a team of support workers including facilitating individual and team performance reviews, reflective practice, personal development planning and annual appraisals.
- To coordinate all aspects of the service delivered by the Belong at Home team to ensure its successful delivery and development to meet the changing needs and aspirations of customers.
- To operate effectively within agreed management systems and processes to ensure practices are in line with policies and procedures whilst taking an active role in developing and supporting new ways of working.
- To undertake investigations into complaints and incidents and produce reports on findings and action plans to address service shortfalls as required.
- To ensure that there are sufficient team members with the appropriate skills are available to ensure that continuity of service provision to customers can at all times be maintained.
- Promote the fair treatment and equality of opportunity for all members of the Belong team and monitor and manage attendance, performance and conduct in accordance with policies and procedures.
- To work closely with the Registered Manager and other members of the Belong management team to plan, monitor and evaluate the service, preparing and presenting reports and proposals as required.
- To participate and contribute to the development and review of village wide services, policies and procedures by attending meetings and workshops.
- To work flexibly and creatively to meet the needs of customers and to ensure support for the Belong at Home team over 7 days a week.
- To participate in an 'out of hours' on call system to provide advice, support and an emergency response.

Learning & Development

- To take responsibility for own and team member's personal development by seeking opportunities to enhance performance and improve service delivery.
- To ensure legislative and organisational training requirements are delivered and appropriate records maintained for all members of the support worker team in accordance with mandatory timescales.

Other Duties

- To undertake additional duties appropriate the post as required.
- To deputise for the Registered Manager during their absence or unavailability as requested.

PERSON SPECIFICATION

JOB TITLE - Belong at Home Coordinator



FACTORS	ESSENTIAL	DESIRABLE
<p>Special Qualities/Personal Attributes</p>	<ol style="list-style-type: none"> 1. Warm, patient and compassionate. 2. Reliable, honest and trustworthy. 3. Tactful, diplomatic and accommodating of others views. 4. Works effectively both as a team leader and a team member and in partnership with individuals, significant others and professionals and organisations. 5. Respectful of others and a positive attitude towards older people and what they have to contribute to the community. 6. Mature, professional and flexible approach to work and work life balance issues. 7. Passionate and committed to the Belong Mission and Values. 8. Willing and motivated to learn to develop self and others. 9. Adopts a 'positive 'can do attitude' when faced with new challenges or situations by applying problem solving techniques. 10. Takes responsibility for own performance and able to use initiative within role boundaries. 11. Interacts well to a wide range of people in formal or informal situations. 	
<p>Skills, Knowledge & Experience</p>	<ol style="list-style-type: none"> 12. Experience of supporting people in a way that promotes independence, choice, dignity and privacy in any setting or context 13. Experience of forming and maintaining effective relationships with individuals being supported, family members, colleagues and /or other agency professionals. 14. Experience of working with individuals in a social/health care setting, providing personal care or in a similar situation that demonstrates transferable skills. 15. Experience of supporting people to achieve their goals in any setting or context. 16. Effective verbal and written communication skills including the ability to produce clear and concise 	<ol style="list-style-type: none"> 23. Experience of supporting older people living with dementia and their carers. 24. Experience of working as part of a domiciliary care team. 25. Experience of leading and motivating a team in any care setting or context. 26. The ability to apply a range of software packages such as Word, Outlook, Excel, and any business related databases at an operational level. 27. Experience of delivering formal presentations to groups and facilitating group and individual learning and development activities. 28. Ability to demonstrate a working knowledge of the National Minimum Standards for domiciliary care, Safeguarding Adults, Health & Safety at Work etc.

	<p>reports at an operational level.</p> <p>17. Experience of empowering, leading and motivating others in any setting or context.</p> <p>18. Experience of coaching others to enhance their personal effectiveness/development in any setting or context.</p> <p>19. Familiar with the application of a range of software such as Word, Outlook, Excel, and how such data bases could assist the business.</p> <p>20. Awareness of the issues that may present as a risk to 'Lone Workers' in a care context.</p> <p>21. Understanding of person centred care principles and their application in practice.</p> <p>22. Ability to interpret budgets including analysing variances and develop solutions to ensure resources are effectively deployed within budget.</p>	<p>29. Experience of 'Lone working' in a care context and how to minimise the risks associated with this for self and others.</p> <p>30. Experience of working under pressure, to meet deadlines, use initiative and prioritise with a minimum of direct supervision.</p> <p>31. Experience of monitoring and controlling staffing costs and other expenditure in line with budgetary constraints.</p>
Qualifications/ Training & Personal Development	<p>32. Educational qualifications that demonstrate the ability to work at the current NVQ Level 4</p> <p>33. Evidence of continuing personal development that can be linked with supporting people.</p>	<p>34. NVQ Level 4 in Health & Social Care.</p> <p>35. Coaching / Assessing Qualification.</p> <p>36. Certificate in Person-Centred Counselling.</p> <p>37. First Aid Certificate</p> <p>38. Accredited Moving & Handling Instructor/Key Person</p>
Other Work Requirements	<p>39. Current full clean driving licence and able</p> <p>40. to travel to other business locations.</p> <p>41. Ability to work flexibly to oversee a 24 hour, 7 days a week service within the community.</p> <p>42. Satisfactory Enhanced CRB Disclosure,</p> <p>43. Evidence of Right to Work in the UK ,</p> <p>44. Satisfactory References and Medical.</p>	

Belong at Home Coordinator



Information Pack

Contents:

1. The role and how this supports the delivery of Belongs Vision.
2. The recruitment, selection and induction Process.
3. The job description.
4. The person specification, outlining the criteria for selection.
5. The methods that will be used assess candidate's suitability.
5. The Belong values in action.
6. The application form.
7. The equal opportunities monitoring form.

1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individuals and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of staff roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of team members ensures that disruptions to our customer's lives are kept to a minimum, with a friendly, caring and familiar face tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who has a dementia. Therefore selecting people who are both willing and able to support our customers throughout their life journey with us is advantageous.

Clearly this is not a '9 to 5' job, our customers, their carers and their support worker companions will need support 24 hours a day, 7 days a week and it is the Coordinators responsibility to ensure this level of service to customers is maintained. There will also be no such thing as a typical day for our Belong at Home Coordinators who will need to be multi-skilled and able to multi-task in order to juggle the needs and wants of our customers and provide coaching and support to team members to enable them to do the same!

Whilst the Belong at Home Coordinator will spend some time working on administrative tasks from one of villages most of their time, will be spent in customers homes. Many of the individuals we support will be living with a dementia and may also have profound physical disabilities. Although you will be supporting people to retain or regain as much independence as possible, in practice you will need to be able to provide day to day support with intimate personal care such as bathing, toileting and dressing and domestic support for example, assisting a person to undertake tasks like, shopping, cooking and cleaning, much like you would do in your own home!,

However, many of the activities whereby assistance will be provided relate to meeting the social and recreational needs of the customers by supporting them to go out and enjoy themselves. This may involve for example, accompanying the individual on a trip to the theatre, a special place of worship or interest, going out for a meal, to a football match or visiting friends and family. These are the many of the things we do and take for granted but that may present difficulties for the individuals we are supporting. It will be important therefore that the Belong at Home Coordinator can 'way up the risks and benefits and is able to develop support strategies to ensure the safety and wellbeing of customers and team members. In doing so, the Belong at Home Coordinator must ensure that you and your team are confident and capable of supporting our customers to do what ever they want and need to do, in a way that promotes their abilities and ensures their dignity and respect is maintained.

Belong at Home Coordinators will ensure that the care and support required is delivered in a manner and style that complies with organisational and legislative standards and they will do this by continually interpreting, describing and

modelling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the team.

This is truly a wonderful opportunity to contribute to the development of a unique, innovative service to the community. So, if you have a passion to care and serve older people, are flexible in your approach to work and kindness, common sense and the ability to lead and inspire others are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; training opportunities and the level of responsibility and accountability that you will need to deliver on your objectives and enjoy what is a satisfying, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we 'take the lead from our customer'. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All short-listed candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will therefore be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role of the Belong at Home Coordinator and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

Employment Checks

The selection panel's decision to offer a candidate employment with Belong will be subject to the candidate satisfying the necessary employment checks. Successful candidates will therefore be required to return to their prospective Belong Village base within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation

Confirmation of employment for all new members of the Belong Team will also be subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.