

POST:	Assistant Residential Services Coordinator
HOURS:	40hrs/week
REPORTING TO:	Residential Coordinator
SALARY:	£24,000 pa
RESPONSIBLE FOR:	Support Workers International Volunteers

JOB PURPOSE

To lead, sustain and enhance the effective and efficient operation of one, or more, residential houses.

To professionally manage the Support Worker team and International volunteers alongside the Residential Services Coordinator ensuring that a safe, effective and efficient environment is maintained which meets the assessed needs of residents and complies with Health & Social Care Standards.

Supporting the Camphill ethos is a key element of the role to ensure that Camphill Blair Drummond maintains its role as a leader in care provision and that the people who live and work in our community can develop in a therapeutic environment.

MAIN DUTIES

Regulatory Compliance

- Lead and model practice which upholds health, safety and security of self and others that you are responsible for within the community
- Effectively and efficiently manage all medication practices in relation to residents residing in one, or more, residential houses. This includes oversight and quality assurance of all systems including ordering, storage administration, recording and disposal of medication, in accordance with CBD Policies and Procedures
- Lead and model practice to ensure that the support provided meets Care Inspectorate requirements, Health & Social Care Standards and all other legal requirements
- Model practice, implement and manage processes which comply with CBD's Policies and procedures
- Report all accidents and incidents promptly in accordance with CBD Policy. Ensure accident/incident reports are written clearly and concisely and that any remedial action or learning is incorporated into care planning.
- Actively support the Residential Coordinator in undertaking effective and efficient Quality Assurance of all aspects of residential care to promote confidence in the quality of experience of those receiving care and support at Camphill Blair Drummond.

Providing Support

- Ensure the safety and comfort of all residents, whilst encouraging a happy, homely atmosphere which reflects the ethos of a Camphill community
- Hold lead responsibility for creating and effectively sustaining a positive relation between Camphill Blair Drummond and the families of residents of one, or more houses. Maintain close links with the family to act as the first response, alongside support staff, in dealing with matters relating to the care of their son, daughter or relative.
- Demonstrate and promote positive practice within the House setting which reflects Health & Social Care Standards

- Effectively manage the safeguarding of individuals in conjunction with the Residential Leadership Team ensuring all relevant CBD Policies relating to safeguarding are upheld at all times. Ensure procedures are followed in a timely manner, working with Residential Coordinators and Senior Leaders to ensure any Safeguarding matters are addressed quickly and sensitively.
- Conduct and document with Support Workers, the assessment of care needs and the development and implementation of care plans, risk assessments and 6 monthly Reviews which is outcomes focused
- Lead the implementation and management of key processes for admissions, transition planning, referrals, reviews and discharges ensuring these are reviewed and developed regularly to ensure they remain relevant and efficient.
- Record keeping – ensure all required records are maintained to a high standard
- Risk Assessment – ensure that all risk assessments are relevant and up to date
- Implement and uphold the values and theories of Social Pedagogy, and provide person centred care which promotes positive behaviour support, independence, choice and dignity to empower people to live as independently as possible.
- Implement and lead strategies for communication with individuals which uphold the “5 Good Communication Standards”
- Implement and provide care/support which is structured in a way that provides flexibility, reliability and continuity
- Implement and provide leadership and support that is accessible to everyone
- Implement and lead systems and procedures which ensure high standards of care and support
- Demonstrate practice that promotes the rights, responsibilities, equality and diversity of individuals
- Liaise with GPs and other health professionals to ensure that residents and day students receive the medical and clinical support they require
- Develop and maintain positive relationships with parents providing regular updates in agreement with their preferences
- Ensure that residents are encouraged and supported to remain as independent and active as possible and that agreed outcomes are realistic and beneficial
- Ensure that residents are supported to be involved in all aspects of their daily lives
- Be responsible for the care and protection of residents’ property

Leadership & Management Capabilities

- Provide effective leadership and support for Support Workers and International volunteers.
- Support the Residential Services Coordinator by contributing to the following:
 - Workforce Planning
 - Recruitment and selection
 - Learning and Development
 - Vision Planning with teams / individuals
 - Reflection (supervision) (including international volunteers)
 - Personal Development Review
 - Disciplinary/Capability procedures
 - Absence Management
- Effectively plan House Rota’s ensuring the identified needs of residents are met fully.
- Promote the professional image of CBD through excellent communication, appropriate behaviour and professional appearance
- Undertaken training appropriate to the role, as agreed with the Residential Coordinator, and ensure learning is shared and transferred into practice
- Ensure effective and clearly documented handover systems are maintained to facilitate the effective transfer of information between employees and working patterns
- Attend, participate and lead House staff meetings in partnership with the residential coordinator
- Identify learning and development requirements of the support worker team and volunteers in order to enhance skills, knowledge and quality of care.

Quality Assurance

- Actively engage in implementing quality assurance systems on a regular basis, reviewing care plans, risk assessments, care notes, medication recording to ensure compliance with best practice and evaluate quality of support.
- Hold lead responsibility for ensuring any actions derived from quality assurance audits and systems are responded to quickly and efficiently to ensure the quality of care meets and exceeds expectations. Escalate any matters which you are unable to lead on and work with the relevant Residential Coordinator to resolve this as quickly as possible.
- Lead others and act as a role model to support wider team understanding and adherence to all residential Policies and Procedures.
- Obtain feedback from residents, parents, relatives, legal guardians on the quality of support and experience on offer at CBD

Resource Management

- Ensure that the House resources are managed effectively and efficiently.
- In conjunction with the Residential Coordinator, be responsible and accountable for tracking and monitoring house budget on a monthly basis, including completing any relevant paperwork accurately whilst following procedures and protocols.
- Liaise closely with the Maintenance and Estate Teams to ensure the physical environment meets the care and support needs of day students and residents.
- Take lead responsibility and make good use of resources, materials, equipment and be mindful of environment and waste.

QUALIFICATIONS

SVQ3 or equivalent plus PDA in Health & Social Care Supervision

or

SVQ 4 Social Services and Healthcare at SCQF level 9
or equivalent e.g. RNMH, Teaching Qualification

(Or alternative which meets the requirements of SSSC for registration as a Supervisor In A Care Home Setting For Adults).

The ideal candidate will hold the qualifications listed, however consideration will be given to candidates who demonstrate capacity to undertake and achieve the identified qualifications in order to meet the criteria for full registration with SSSC within a short timeframe.

EXPERIENCE AND SKILLS

- Experience of working in a social care environment
- Experience of working with people with a learning disability
- Understanding of the care planning processes and experience of writing care plans and risk assessments
- Experience of leading a team
- Experience of working with individuals with behaviour perceived to be challenging
- Good organisational skills
- Good supervisory skills
- Good communication skills both written and verbal
- Ability to contribute to, monitor and implement changes that improve outcomes for residents
- Ability to plan allocate and delegate work appropriately
- IT Literate

PERSONAL ATTRIBUTES

- Ability to be flexible with regard to working hours
- Ability to build effective and credible relationships both internally and externally
- Work collaboratively with others sharing ideas and information at all times
- Effectively builds trust with a consistent approach between actions and words
- Ability to raise standards through innovation and new ideas
- Take responsibility for issues and resolve them
- Ability to cope in difficult situations and act with tact and diplomacy
- Ability to build rapport and positively influence others
- Ability to inspire professionalism

This job description is open to the review by the community at any time.

Signed:

Date: