JOB DESCRIPTION

Job Title: **ASSISTANT CO-ORDINATOR - PROVIDER**

Section: **Disability Social Care 0 -25 Service**

Directorate: **Children's Services, People and Communities**

Reports to: **Co-ordinator - Provider**

Location: **Countywide**

Hours: **37 hours per week**

Job Purpose: To deliver a comprehensive support service to disabled children/young people and provide short breaks support to families, within their Community and local communities. Undertake designated support activities on behalf of the Co-ordinator. To do this within the framework, policies and procedures set out by the Department and the Care Quality Commission.

Principal Accountabilities

1.	To line manage and provide ongoing mentoring support to a countywide team. Undertake induction of new workers and training, supervision and appraisal of existing relief and contracted workers. Prepare for, attend and participate in group meetings, and individual and group supervision. Support the culture of continuous service improvement and personal development. Carry out observed practice of workers providing direct support to disabled children/young people. Be responsible for accurate processing of financial records including time sheets and byclaims. Use departmental systems to undertake Human Resource tasks and liaise with Human Resources and payroll as required. Assist in managing the planning, allocation and review of workload for relief and contracted workers, so that priorities are managed, shortfalls identified and services delivered within capacity, and within service timescales. Assist the Co-ordinator with decision making and policy issues to ensure the service and departmental objectives are met and the quality of short breaks are consistently maintained.	30%
2.	Organise short break packages coming into the service as per the Provider referral process including standard, emergency, inclusion, post-operative and education referrals. Produce and update Care and Safety Plans and Behaviour Support Plans and undertake completion of all service specific paperwork with the child/young person and their family.	25%

	Attend or write reports for multi-agency meetings, including Child Protection Conferences, Core Groups, Children in Care Meetings, Child in Need Meetings and Best Interest Meetings. Confidently raise concerns and safeguarding issues in a multi-agency forum to ensure the best outcomes for the child/young person. Maintain and develop effective working relationships with the child/young person and their family, external providers, a range of social care practitioners and colleagues in partner agencies, including Health, Education and the Voluntary Sector. Work collaboratively to ensure the on-going effectiveness of support packages. Monitor and report changes to services provided including the identification of new risks. Communicate with social care colleagues and families where there are issues regarding service delivery, until a satisfactory resolution is found. Alert the Co-ordinator to complex and contentious service issues, so that positive and timely action may be taken. Deputise in the absence of the Co-ordinator so that continuity of service can be maintained.	
3.	Act as a member of the training team to support the maintenance and development of the Community Support training programme. Liaise with all relevant partners to create an ongoing programme of training for the service and colleagues in partner agencies. Ensure there is an appropriate range of training available which is both cost effective and meets the needs of the Community Support team. Work with colleagues to oversee the Community Support training inbox and plan and complete the training brochure for distribution. Oversee administrative tasks required to enable training to take place. Deliver training courses to workers, parents and colleagues in partner agencies and lead on development of training courses in the team as required.	10%
4.	Using the e-recruitment system, undertake recruitment processes and carry out interviews for Relief and Contracted Workers. Complete file audits and create an action plan identifying tasks to be completed, ensuring compliance with regulatory and service expectations. Use a range of manual and IT systems to ensure service and departmental needs are met, maintaining the confidentiality of information and the safe storage of children/young people and worker records in line with Data Protection.	10%
5.	Support the growth and development of the Sleep and Family Support elements of the service. Undertake suitable training and be prepared to train workers where necessary to undertake this bespoke work. Implement and review support plans and outcomes for children/young people and their families. Maintain and update records, liaising with professionals on a regular basis to report progress.	10%

6.	Participate in a rota to enable the efficient functioning of a Duty Manager and On Call Out of Hours support service. Respond quickly and appropriately to emergencies, following detailed processes laid out by the department ensuring the principles of safeguarding are followed and concerns are acted upon immediately. Take responsibility for the generic Provider email inbox on a rotational basis. Respond to all issues and queries in a timely and effective manner and escalate as necessary.	10%
7.	Carry out duties as from time to time may be deemed appropriate to the post including carrying out direct work with children/young people and supporting other teams and services during peak times.	5%

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

CAMBRIDGESHIRE COUNTY COUNCIL

PERSON SPECIFICATION

Job Title: Assistant Co-ordinator - Provider

Directorate: Children and Young Peoples Service

Service: Community Support Service

Reports to: Co-ordinator - Provider

Grade: Scale S01

Location: Broad Leas, St Ives

Hours: 37

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

Education, Qualifications & Training

Essential:

- 5 GCSE's at Grade C or above.
- NVQ/Diploma Level 3 or equivalent in a childcare related subject.

Desirable:

- Level 3 Award Education and Training (previously Preparing to Teach in the Life Long Sector)
- NVQ/Diploma Level 4 Health and Social Care Children & Young People or equivalent or degree in relevant area.
- NVQ/Diploma Level 3/4 in Management
- PROACT SCIPr-UK ® Accredited Trainer
- Sleep Hygiene Accredited Sleep Practitioner

Knowledge & Experience

Essential:

- Knowledge of theory and experience of working with disabled children/young people and their families and the issues they face.

- Able to use a range of IT systems such as Microsoft Word, Excel, Outlook and PowerPoint.
- Knowledge of appropriate legislation & regulation in relation to providing short break services for disabled children/young people and domiciliary care services.
- Understanding the impact of oppression and discrimination especially the impact of disabling barriers and understanding of the principles of inclusion.
- Underpinning knowledge of theory and good practice in recording and confidentiality.
- Able to appreciate the significance of safeguarding and interpret this accurately for all individual children and young people whatever their life circumstances.
- Able to ensure that both children/young people and workers remain safe in a variety of situations relating to legislation and regulation of service delivery.
- Knowledge of the principles of supervising, appraising, inducting and training workers. Monitor and support workers to ensure they remain appropriately skilled to undertake the role.

Desirable:

- Knowledge of the principles of procuring and commissioning a range of services.

Skills & Attributes

Essential:

- Excellent interpersonal and communication skills with;
    - Children/young people and their families
    - A range of internal and external colleagues.

- Ability to work in a way that promotes the safety and well-being of children/ young people and vulnerable adults.
- Ability to show respect for other's feelings, views and circumstances.
- Ability to show a realistic appreciation of the challenges when working with disabled children/young people and their families
- Ability to prioritise, and work flexibly to manage conflicting demands of the service.
- Understand the importance of supporting children/young people to become as independent as possible especially during periods of transition and whilst preparing for adulthood.
- Ability to work independently and use own initiative appropriately when required.
- Ability to demonstrate strong problem-solving skills.
- Ability to remain calm in emergency situations.

Desirable:

- Ability to give and receive instruction, direction and guidance.

- Understand the importance of the ability to enthuse and motivate others.

Experience

Essential:

- Demonstrate experience of working with disabled children/young people and their families and proven ability to understand the impact of disability on child development
- Experience of multi-agency working and knowledge of partner agencies and roles including private and voluntary providers. Ability to share information appropriately
- Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs

Desirable:

- Experience in the recruitment and selection of workers using departmental systems and the principles of recruitment and retention of workers.

Cambridgeshire Behaviours

Working Together:

- I establish credibility and work co-operatively with colleagues and customers
- I maintain good practice as well as making future improvements

Integrity:

- I make decisions without bias
- I explain clearly to colleagues and customers how these decisions will impact on service delivery

Respect for others and public resources:

- I am aware of the positive and negative impact I can and could make on colleagues and customers
- I am considerate when using and working with our resources, and take responsibility for managing them

Excellence

- I plan and anticipate changes in working practice
- I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes

* Please note that for linked grades, appointment or progression to (*state grade)* grade is dependent upon (*state qualification)* qualification and/or (*state number of years)* years experience in (*define area of experience required)*.