

## JOB DESCRIPTION

**POST:** ASSISTANT SERVICE CO-ORDINATOR

**REPORTING TO:** SERVICE CO-ORDINATOR

**ACCOUNTABLE TO:** SERVICE MANAGER

### **JOB PURPOSE & CORE DETAILS- To:**

1. Work to the service and organisation's aims and values and promote the citizenship of the people we support.
2. Deliver support to people who use Turning Point Scotland's services and in so doing contribute to the provision of the highest possible quality of social care support which meets the service specification.
3. Assist the Service Manager and Service Co-ordinator to direct and manage the day-to-day operations within the service and to provide line management support to the staff team.
4. Operate at an advanced level of social care practice, which includes taking responsibility for service delivery and development, staff management and a leadership role.
5. Work to the company's values - ***Because People Matter***
6. Undertake CPD (continuous professional development) and use appraisals and supervision fully.
7. Keep your registration and membership to relevant professional bodies up to date and valid.
8. Undertake any outstanding required qualification for registration, or if not working in a registered service qualify at SVQ level 4 Health and Social Care **or** SVQ 3 with relevant additional units at SCQF level 7 relating to supervision and management.
9. undertake any other duties or responsibilities as may be deemed appropriate to the post by the Service Manager (or nominated deputy)

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Support to people who use services- To:**

- Provide support and assistance to people we support in accordance with their support plans and the service aims.
- Be responsible for undertaking initial and on-going assessments of people we support.
- Advise people we support in accordance with the service aims.
- Be a key worker for a person or people who have complex or multiple needs or oversee key working.
- Maintain professional confidentiality and boundaries at all times.
- Support and assist people who we support in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the support plan or service protocol.
- Travel within the service area you are contracted for and supporting the travel and transportation of people we support in accordance with their support plan (Motability, own car, service vehicles, public transport etc.).
- Have a good understanding of the causes and effects of social exclusion as is relevant to the service and area in which you work.

### **Planning, policies and record keeping- To:**

- Devise, review and update support plans, record events and observations and keep appropriate records as required in the service.
- Prepare paperwork for and participate in service user reviews as a lead person when required.
- Plan and co-ordinate elements of support in accordance with the support plan.
- Prepare and implement risk management plans, and follow and update risk assessments.
- Work with data in line with the data protection act.
- Work and comply with standard operation (finance, operational, H&S, HR) and service procedures including service user finances both as an individual and a manager.
- Ensure that staff expenses and service costs are kept to a minimum.

- Review and audit to ensure team members are keeping records and plans as required.
- arrange for rota/supports cover and directly covering rota when required

### **Interactions with other people- To:**

- Manage and supervise smaller teams on a day to day basis providing guidance, instruction and direction.
- Manage and supervise other staff administering or prompting medication if required and ensuring that medication protocols are adhered to.
- Manage staff and volunteers/those on placement to comply with the SSSC Codes of Practice.
- Provide informal and formal support, feedback and supervision to staff.
- Have a collegiate approach and team work well with a diverse group of people.
- Manage and resolve conflict promptly and raise or report issues appropriately using the correct internal processes.
- Directly communicate with people we support' families and provide guidance to team members around this.
- Liaise with workers from other agencies and provide guidance to team members around this.
- Manage others to comply with and the service to meet the relevant legislation and National Care Standards.
- Liaise with landlords and similar others on behalf of people we support if required and provide guidance to team members around this.
- Be aware of health and safety and make a management contribution to keeping the work environment, colleagues, community, people who use services and me safe.

### **Leadership- To:**

- Provide leadership to staff to support people we support in accordance with their support plan and maintain people we support records correctly.
- Assist the service manager or co-ordinator to prepare information and the service for inspections/ audits or similar and to contribute to these processes.
- Provide on-the-job training and/or coaching to new staff.
- Be the 'named worker' or shift lead or lead on a specific part of the service such

as group work.

- Continuously seek service development and improvement.
- Contribute to Turning Point Scotland.
- Keep abreast of the sector 'big picture', operational environment and changes.
- Appropriately challenge oppressive or potentially abusive behaviours or practices.
- Participate on on-call duties.

#### **MISCELLANEOUS- applies only in certain services**

- To undertake sleepovers, overnight and weekend working and occasionally participate in people we support's holidays, as required.
- To ensure service/location stock or goods are in place and replenish/order as required.
- To undertake training that may be technical or specialised that will benefit the service.
- To provide technical testing services (BBV/swab and similar) and/or to train others in emergency, risk reduction action and medications.
- To be responsible for the dispensing of medication, in particular, when supervising dispensing.
- To be the most senior graded worker in charge of the service for most of the time when at work
- To perform lone working for significant lengths of my work time undertaking tasks that require a high level of independence and initiative.
- To provide reports, witness testimony, recommendations for criminal justice or social work decisions/situations.
- To have a good understanding of Welfare in relation to how it will impact on your service user group.

No.	Criteria	Essential	Desirable
	<b>Qualifications</b>		
1	Has or is willing to undertake a qualification in Social Service and Health Care at least to level 7 (SCQF) or HNC in Health and Social Care (or other speciality recognised by the SSSC for registration purposes) and if not already registered, to register with the SSSC within the first 3 months of employment and gain full registration within 6 months.	E	
2	A willingness to complete PDA or relevant top up units (or other supervisory qualification recognised by the SSSC for registration purposes)	E	
	<b>Experience</b>		
3	Must have had direct professional experience of supporting people, who have a wide range of support needs and personal aims on a person-centred basis	E	
4	Has had experience of supervising and directing staff		D
5	Has taken a lead role within a team on a professional social care project or activity such as group work.		D
6	Has experience of working in a lone working environment.		D
7	Has experience of working with people who have barriers to social inclusion and supporting them to become more socially integrated.	E	

8	Has direct experience of working with people who are at times chaotic and marginalised, whose behaviours can challenge services, and supporting them to become more socially integrated and able to access services.	E	
9	Has experience of working in an environment where the SSSC Codes of Practice for Social Care Workers, or an equivalent body code, is adhered to.	E	
10	Has had a coaching or mentoring role or has delivered on-the job training.		D
11	Has strong experience in risk assessment.		D
12	Has strong experience in working with organisational policies, recording systems and support planning including using IT.	E	
	<b>Values</b>		
13	Must be able to demonstrate an understanding and commitment to the values that underpin social care focussing on inclusion, person centred approaches and citizenship.	E	
14	Must be able to demonstrate an understanding of the need to maintain professional boundaries between social care workers and people who use services and the role of a professional social care worker.	E	
15	Must be able to be wholly respectful towards all service users and colleagues and address issues constructively.	E	
	<b>Other skills and knowledge</b>		

16	Be able to demonstrate an understanding of and the skills to operate to the SSSC Code of Practice for Social Care Workers.	E	
17	Must be able to demonstrate excellent interpersonal skills in order to communicate well with service users and colleagues at all levels in the organisation.	E	
18	Be able to demonstrate an accomplished level of skill used when directly supporting people.	E	
19	Must be willing to develop skills used when supporting people through reflective practice, active learning, personal and professional development, supervision and feedback.	E	
20	Knowledge of relevant safeguarding and adult or child protection.	E	
21	Have an understanding of the wider social care framework and experience of interaction with others involved in supporting the people we support.		D
22	Has had experience of working with a variety of agencies or in a variety of roles in health/social work/ and/or or social care settings.		D
23	Report writing skills.		D
24	Strong organisational skills.	E	
	<b>Service specific</b>	Required	Not required
25	Have a full driving licence.		
26	Have access to and be prepared to use own vehicle for activities.		

27	Cooking and housekeeping skills.		
28	Be able to work flexibly including sleepovers and shift work.		
29	Specific requirement:		

\* It is a requirement of this post that you undertake a PVG Scheme Record application. In some services an Enhanced Disclosure is required. You will also need to be, and maintain, fitness to practice. \*