

<b>Title</b> <b>Support Coordinator</b>	<b>Adult Social Care, Health and Public Protection</b> <b>Department</b> <b>Adult Social Care and Health</b>	<b>Post Ref.</b> <b>TBC</b>
<b>Job Purpose</b> The post holder is responsible for the efficient and effective deployment of resources in the START service by guiding cases through the period of reablement		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. Receive new requests for service</li> <li>2. Plan, coordinate and maximise capacity in the service and be responsible for its efficient and effective use</li> <li>3. Plan, update daily and distribute work rosters</li> <li>4. Manage appointments and prepare information for first visits</li> <li>5. Coordinate reviews and reviewing information</li> <li>6. Provide timely alerts and information to RSWs and PRSWs for discharge planning</li> <li>7. Record and coordinate annual leave, sickness and other absences and plan into rosters</li> <li>8. Alert managers to absence</li> <li>9. Manage personal and protective equipment – stock control, ordering and issue</li> <li>10. Diary plan supervision, team meetings and training</li> <li>11. Maintain and input to systems including Mosaic, payroll and performance data collection</li> <li>12. Respond to queries from service users about their service</li> <li>13. Liaise and collaborate with other staff and service both internally and externally of Adult Social Care and Health as necessary</li> <li>14. Utilise electronic recording system as necessary</li> <li>15. Manage information and actions returned on on-call sheets by PRSW staff</li> <li>16. Provide cover for colleagues as required</li> <li>17. Support the reablement Managers in the execution of their duties and responsibilities</li> <li>18. Participate in emergency planning responses and arrangements under the direction of the service and senior managers</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. To work to achieve and maintain high standards of quality and efficiency in the services provided by the Nottinghamshire County Council and the Adult Social Care and Health Department.</li> <li>2. To develop and improve personal skills through participation in, and contribution to, formal and informal staff development processes and training geared to meet the requirements of the post and the changing business requirements of the Department.</li> <li>3. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information (including that of service users and other employees) which may become known to you in the course of your work or associated activities.</li> <li>4. To use allocated resources efficiently and effectively and to participate and assist in performance review systems for Departmental services and other measures allied to the supply and monitoring of management information connected with the post holder's field of work.</li> <li>5. To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. Also, in accordance with relevant legislation, to take reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties.</li> </ol>	

19. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.	6. In carrying out the duties and responsibilities set out within the Job Description and in the context of developing working relationships with others, the post holder will be expected to demonstrate commitment to and comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. This principle applies equally to all aspects of the role.
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

Person Specification	
<b>Education and Knowledge</b> <div><div>1. Understanding of the concepts of teamwork</div><div>2. Understanding of the concepts or reablement and outcomes</div><div>3. Understanding of the use and purpose of electronic monitoring systems</div></div>	<b>Personal skills and general competencies</b> <div><div>1. Ability to maximise and manage the use of available resources.</div><div>2. Ability to work as part of a team.</div><div>3. Ability to communicate effectively both verbally and in writing.</div><div>4. Ability to work with high volume and rapid turnover.</div><div>5. Ability to prioritise and manage own workload.</div><div>6. Ability to manage difficult situations and handle conflict.</div><div>7. Ability to work well under pressure.</div><div>8. Ability to be self-motivated, flexible and responsive.</div><div>9. Commitment to the provision of high quality services and continuous improvement.</div><div>10. Puts into practice the Council's commitment to excellent customer care &amp; quality assurance.</div><div>11. Willingness to take responsibility for own personal development and participate in training and development activities as required.</div></div>
<b>Experience</b> <div><div>1. Experience of complex work scheduling to maximise efficiency.</div><div>2. Experience of time planning and diary management.</div><div>3. Experience of working in a multi-disciplinary team.</div><div>4. Experience in the use of a range of computer systems.</div><div>5. Experience of IT systems to manage appointments and roster staff</div><div>6. Experience of working in a dynamic environment.</div></div>	
<b>Role Dimensions</b> <div><div>1. The post holder is responsible for the efficient and effective deployment of resources in the START service by guiding cases through the period of reablement</div><div>2. The post holder is responsible for managing capacity in the service, accepting new cases, planning first visits; planning staff work programmes and changes to reflect leave, sickness and changes to the desired outcomes on the support plan</div><div>3. The post holder is responsible for liaising with a variety of professionals and departments to ensure the best outcomes for the service</div></div>	