

<b>Title</b> <b>ICDS Specialist Support Team</b> <b>Co-ordinator</b>  Grade 5	<b>Department</b> <b>Children and Families</b> <b>Commissioning and Resources</b>	<b>Post Ref.</b>
<b>Job Purpose</b> <ul style="list-style-type: none"> <li>To co-ordinate provision of support across a designated area of the county / service, to meet outcomes for disabled children / young people and their families</li> <li>To support the senior practitioners as part of the leadership team in the delivery of the countywide service</li> <li>To support and supervise team leaders / senior support workers in all settings</li> <li>To work flexibly across the service, being deployed in line with service needs, to deliver interventions or support for disabled children/young people across the county</li> </ul>		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>To co-ordinate the countywide implementation of community-based specialist short break interventions, support and activities; throughout the week, at weekends, during the holidays and overnight</li> <li>To ensure provision continually meets required regulatory standards. (CQC/OFSTED)</li> <li>Support the Specialist Support Team – senior practitioners with the planning and day to day management of the intervention and support services.</li> <li>To undertake; induction, supervision and deployment of staff</li> <li>To provide direct line management, practical and emotional support and advice to staff working with children/ young people requiring complex health care plans / palliative care/complex behaviours and emotional needs.</li> <li>To deliver specialist training and development programmes to staff</li> <li>To ensure the workers who directly work with children/ young people, their families, and other professionals do so in a flexible</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>Ensure the children/young people's individual Support Plans are meeting their identified outcomes within agreed timescales.</li> <li>To take proactive and necessary actions with all relevant parties to review and update the provision.</li> <li>To deploy workers and resources efficiently, effectively and flexibly.</li> <li>To be accountable for the work undertaken and to quality assure the work of the Team.</li> <li>To enable and encourage families to find out about and use services and facilities.</li> <li>To ensure the Council's policies for fairness and respect are delivered including setting high personal standards.</li> <li>To promote effective communication and relationships.</li> <li>To take the lead role in managing risk, health and safety (including moving and handling), security and safeguarding issues.</li> <li>To understand and follow NCC safeguarding procedures</li> </ol>	

<p>and creative way to inform/ produce/ review support plans and healthcare plans to meet the individual young person's needs and wishes with identified and targeted outcomes.</p> <ol style="list-style-type: none"> <li>8. To devise, implement and review individual assisting with moving risk assessments and safe systems of work documents to ensure the safe support of children/young people. To attend link worker meetings/training as required and disseminate relevant information to the team.</li> <li>9. To devise, implement and review individual positive behavioural support plans and strategies.</li> <li>10. To represent the SST at multi-agency and other professional meetings as required and undertake any required actions or delegate as necessary.</li> <li>11. To provide written and verbal reports as required. To inform individual children/young people's; Child Protection Plans, Children in Need / Looked After Child Reviews and Education, Health &amp; Care Plans.</li> <li>12. To assist with the collection of data to produce statistical reports for SST Registered Manager.</li> <li>13. To be able to work as part of a diverse, creative and flexible team and promote and encourage these qualities in the people they line manage.</li> <li>14. To implement systems which promote children/young people's participation, review and continually monitor the level of their satisfaction.</li> <li>15. To ensure that the council's standards for safeguarding and safer recruitment for work with children/young people are always adhered to, and that information is shared in a safe and appropriate manner.</li> </ol>	<p>and to ensure team compliance.</p> <ol style="list-style-type: none"> <li>10. Ensure that relevant and required information is reported to the line manager</li> <li>11. To understand and put into practice NCC's HR and attendance management policies.</li> <li>12. To be part of an 'out of hours service' and 'emergency cover' (working on a duty rota which provides cover 24 hours per day, 365 days of the year).</li> </ol>
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

## ***Person Specification***

### ***Education and Knowledge***

1. Level 3 qualification in childcare or health & social care or equivalent
2. Link Worker qualified (or willingness to train)
3. Introduction into Management qualification (or willingness to undertake)
4. Good communication styles and people skills with the ability to keep the wider team informed and up to date in relation to individual children/ young people.
5. Knowledge and understanding of current relevant legislation relevant to role
6. A good working knowledge of Safeguarding Policies & Procedures with NCC and NSCP
7. Strong literacy and analytical skills / IT skills
8. Ability to handle telephone enquiries efficiently and effectively, with a pleasant manner, even when under pressure
9. To have a high level of knowledge and understanding of complex health needs and disabilities and how these impact on the children/young people and their families.

### ***Experience***

25. Direct Line Management and leadership of workers.
26. Experience of supporting disabled children/young people and their families within a multi-agency team process.
27. Knowledge of relevant themes pertaining to children/young people who are disabled/have complex health needs/trauma and attachment issues/complex behavioural issues and the challenges on the family unit
28. Ability to directly manage workers to work flexibly within different environments, either lone working, with groups or on a one to one basis
29. Excellent communication skills
30. Experience of managing and prioritising own workload, working independently and recognising when support from

### ***Personal skills and general competencies***

10. A high level of personal drive and commitment to excellent customer care and the ability to lead by example.
11. To have knowledge of various management styles and the skill to implement these.
12. Strong interpersonal skills to negotiate and come to an agreement with colleagues, senior managers and customers
13. Ability to make decisions and solve problems to meet operational targets, including devising solutions and prioritising the resources available
14. Ability to meet agreed objectives and delivery of targets by the effective use of resources
15. Continuous Personal and professional Development to meet the requirements of the service and to cascade to the team via supervision and training.
16. To deploy workers and resources efficiently, effectively and flexibly to reflect the young person's needs and wishes.
17. To be accountable for the work undertaken and to quality assure the work of the team.
18. To effectively delegate actions and tasks to Team Leaders and Senior Support Workers.
19. To ensure the Council's policies for fairness and respect are delivered including setting high personal standards.
20. To promote effective communication and relationships.
21. To take the lead role in managing risk, health and safety (including moving and handling), security and safeguarding issues.
22. To understand and follow NCC safeguarding procedures and to ensure team compliance.
23. To be part of an 'out of hours service' and 'emergency cover' (working on a duty rota which provides cover 24 hours per day, 365 days of the year).
24. Ensure that relevant and required information is reported to the line manager

<p>your line manager is required</p> <p>31. Leading workers as part of a team around the child</p> <p>32. Experience of working within a CQC/OFTED registered provision</p>	
<p><b><i>Role Dimensions</i></b></p> <p>33. Daily operationally responsible for workers who are supporting children / young people and families in making informed choices to meet identified targeted outcomes</p> <p>34. The post involves working unsocial hours (overnight, school holidays, evenings and weekends)</p>	

Date 10.08.2020