

JOB DESCRIPTION

Job Title:	Support Coordinator – Adult Social Care Hub Team		
Directorate:	People	Salary:	£30,024 - £35,412 plus £729 London Weighting and £963 Essential Car Allowance
Section:	Adult Social Care Hub	Grade:	BG-H SCP 15 - 24
Location:	Time Square, Bracknell	Work Style:	Hybrid

Key Objectives of the role

To provide advice, information, support and care to vulnerable people in Bracknell.

To work with people to coordinate the identification of their needs and develop support plans to meet those needs, maximising choice, control and independence.

Take a lead within Duty for Therapy Support or within the long-term team for Carers.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To work in Adult Social Care for both long and short-term teams responding to the pressures of the service.

- To make phone calls to the public and professionals – recording information, referring to the correct person or team. Signposting, offering advice and information.
- To visit people in their home environment and carry out assessments or signpost to where support can be provided.
- To apply a strength-based approach, using the conversations model to connect people to their community/social network and problem solve together.
- Work with people, including advocates and carers to develop person-centred plans, designed to meet needs in ways that maximises independence, choice and control and are legal and affordable
- Ensure that throughout this work, all policies and procedures of the department are adhered to.
- Ensure good and regular communication with management regarding individuals being supported and escalate concerns in a timely manner.
- Participate in all mandatory training and other training as identified through supervision and appraisal.
- Help people to effectively 'Help Themselves' where possible and to support those who require intermediate care and/or long-term social care.

This position requires working from the office at least two days per week. The primary responsibility is to manage inbound calls to the Adult Social Care Hub, providing assistance and support to individuals contacting the service. The role involves delivering high-quality customer service, addressing enquiries and ensuring callers receive accurate information and guidance in a timely and empathetic manner.

Scope of role

The people supported by the department are vulnerable. Failure to carry out this role appropriately, will place people at risk of harm, and the council at reputational risk and risk of litigation.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<p>Safeguarding Level 1</p> <p>Experience of working within a Social Care or health setting and knowledge of the Care Act.</p>	<p>Trusted Assessor training</p> <p>BSL training</p> <p>NVQ 3 in Care or equivalent experience and training</p>
Competence Summary (Knowledge, abilities, skills, experience)	<p>Commitment to person centred values and knowledge of how to translate this to practice</p> <p>Ability to communicate effectively with a wide range of people in a wide range of circumstances</p> <p>Empathic and respectful of diversity</p> <p>IT Skills – Social Care records, Word and Outlook</p> <p>Good report writing skills</p> <p>Able to prioritise and organise workload</p>	<p>Excel training</p>
Work-related Personal Requirements	<p>The post holder must hold a full UK driving licence</p> <p>Ability to travel for work as required</p> <p>Flexibility</p> <p>Ability to take responsibility and accept accountability at appropriate level</p> <p>Motivated and person-centred values</p> <p>Must work well as a team member and alone</p>	
Other Work Requirements	<p>A satisfactory enhanced Disclosure and Barring Service check.</p>	

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time

This post is exempt from the Rehabilitation of Offenders Act 1974

Anything that is applicable to the role that is out of the norm

Role models and demonstrates the Council's values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

