

JOB DESCRIPTION

Job Title	Activity Coordinators / Activity Team Coaches
Service/Dept.	
Responsible to	Service Manager
Main purpose	To provide appropriate, personalised support to Service Users, in line with their Individual outcome plan, who wish to access community resources and opportunities.
Scope of the job	To work within a supportive environment in which Service Users can develop, learn and grow. To empower people and assist each individual to develop their own interests and skills. To focus on citizenship opportunities for people with learning disability. To help facilitate social inclusion by assisting staff to encourage and support people to develop their own networks of community support. To work within established local community links with others e.g. voluntary agencies, local councils etc.
Principle Tasks	
Service	Competencies <ul style="list-style-type: none"> - Planning & managing resource - Customer orientation
<ul style="list-style-type: none"> • Engages with and follows the allocated individual Service User Individual outcome plans ensures individual, personalised support is provided in line with needs and goals. • Updates Service User Individual outcome plans and risk assessments with accurate and relevant information in a timely manner to ensure a person-centred approach focussed on the individual's changing needs adapting practice accordingly. • Uses Regard templates/processes to capture information to update /maintain Service User files. • Undertakes identified goal-oriented activities and support for each Service User, actively working to support the achievement of Service User aspirations and deliver meaningful outcomes. • Offers and presents community based activities, choices and interests, to support and empower Service User choice reflecting the importance of appropriate positive risk taking in line with their Individual outcome plan and goals. • Responsible for the capture of outcome information and data, using Regard documentation and processes to support the review process, discussions with commissioners, Service Users, families and carers. • Completes specific, delegated activities and tasks to deadlines and quality standards in line with Regard policies and procedures reporting back to the Senior and/or Service Manager as agreed. • Regularly reviews Service User information in line with policy and provides information to the individual, their significant others & external care professionals. • Act as advocate for the Service User during formal meetings and situations as required. • Works in partnership with colleagues, appropriate family, friends, others significant to the individual, care professionals and third party community contacts to support each individual Service User. • Dealing with issues, comments and complaints about service delivery in line with policy and process. • Ensures Service Users are safeguarded by working within internal policies, medication management systems, staff handbook, all relevant external regulatory requirements (CQC, CSSIW, OFSTED etc.) • Responsible for your own, Service User and site visitor health and safety (H&S) at all times. • Works within Regard policies and procedures and relevant regulation at all times. 	

Self	Competencies - Being an effective role model - Maintaining composure and quality of work life										
<ul style="list-style-type: none"> • Works in a way that reflects Regard's Vision, Mission and Values, promotes best practice and equal opportunities. • Uses initiative, does what is needed without being asked, and follows through, taking accountability for self and Service Users. • Understands confidentiality and able to apply this appropriately to daily working practice. • Develops good working relationships with colleagues in the Service and wider organisation and demonstrates effective team working. • Attends 1-2-1, team and other external meetings in line with the role and as requested. • Adheres to working hours required, demonstrates flexibility to ensure the Service is covered. • Takes personal development seriously, completes mandatory and specific training to deadlines. 											
People	Competencies - Influencing people and events - Creates team spirit										
<ul style="list-style-type: none"> • Actively participates in team and other meetings attended, sharing relevant information. • Reports concerns and important matters to line management in a timely manner. • Presents the Service and organisation in a positive and professional manner at all times. • Actively participates in the supervision and annual individual review processes. • Supports new team members. 											
Change	Competency - Manages change positively and effectively										
<ul style="list-style-type: none"> • Supports change being made within the Service, raising concerns appropriately. 											
General											
<p>This job description is representative of the duties and expectations of the role. It should be read in conjunction with Regard's Performance Management Framework competencies. In addition to the above all duties must be carried out to comply with:</p> <ol style="list-style-type: none"> Notification of accidents and other H&S requirements Statutory legislation National and local policy and codes of good practice. Fire precautions Equal opportunities. <p>The post holder is also expected to undertake any other reasonable tasks as requested by line management on behalf of the organisation.</p> <p>Acts as Designated responsible person on shift as required.</p> <p>Provides support/cover to the Service, and other Services, as requested.</p> <p>Is responsible for their own health and safety and that of anybody whom their actions or omissions may affect.</p> <p>This job description will be reviewed and updated via the annual individual review process to reflect any changes.</p>											
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PERSON SPECIFICATION

Job Title	Activity Coordinator / Activity Team Coaches	Service/Dept.	
Qualities	Essential	Desirable	
Qualifications	NVQ/QCF2 in Social Care or equivalent	NVQ/QCF 3 in Social Care or equivalent	
Attainment (list as required)	Good basic numeracy & literacy Proficient in IT; word, outlook, internet		
Competency area	Essential	Desirable	
Service	<p>Direct experience of working with people with learning disability.</p> <p>Experience providing care and support to people.</p> <p>Willingness to participate in a wide range of Service User activities in the Service and community</p> <p>Willingness to provide a range of care relating to individual individual outcome plans including personal care.</p> <p>Ability to work within policy, process and systems of work e.g. medication management</p> <p>Knowledge of the needs and rights of people with disability.</p>	<p>6 months experience in similar role</p> <p>Experience working with non-verbal communication methods</p> <p>Experience of working with people with different needs and levels of complexity</p>	
Self	<p>Professional manner and presentation</p> <p>Good spoken and written English/Welsh, ability to record information accurately</p> <p>Reliable and punctual</p> <p>Flexibility to work irregular hours e.g. early morning, evening, weekends, sleep-ins and on-call arrangements</p> <p>Ability to use own initiative and to multi-task</p> <p>Ability to work well in a team</p> <p>Ability to manage own stress levels</p>	<p>Proven ability to problem solving</p> <p>Advice / Community Work</p> <p>Counselling skills</p> <p>Planning skills</p> <p>Relationship skills</p> <p>Positive approach to behaviour which may challenge</p>	
People	<p>Ability to communicate tasks effectively</p> <p>Experience of working within policies and regulatory requirements</p> <p>Ability to managing conflict</p>	<p>Experience of managing a team</p> <p>Experience dealing with poor performance and behaviour</p>	
Change		Experience working in a changing environment	
Other			
<p>Willingness to travel</p> <p>Full driving licence to transport Service Users in the community</p>			