

JOB DESCRIPTION

Job Title	Outreach & Home Support Co-ordinator/Supervisor
Reporting To	Outreach Manager
Accountable For	Greenwich Outreach & Home Support Team
Job Description date	September 2018

MAIN PURPOSE

To be responsible for the effective rostering of staff resources to ensure contractual requirements are fully met.

To enable the service users to lead a valued and fulfilling life and to maximise the potential capacity of all service users, physically, intellectually, emotionally and socially, whilst working in accordance with CMG's philosophy of care, it's Policies and Procedures and all relevant legislation.

KEY RESPONSIBILITIES

1. Ensures the effective rostering of staff resources to ensure contractual requirements are met.
2. To manage the staff team.
3. To work creatively to offer choice and flexibility of support to service users and their families.
4. To carry out Assessments of client needs and write care plans detailing services to be provided.

ROLES AND RESPONSIBILITIES FOR NEW REFERRALS

5. To understand funding and contract requirements of all care services within the designated area(s) of responsibility.
6. To liaise with referring agency/individual to coordinate new assessments of care in line with contract requirements and client need.
7. To liaise with support staff to coordinate a reliable and responsive service including the provision of cover in the event of staff absences.
8. To use the computerised roster system search functions to ensure that staff are allocated in the most effective and efficient way and in accordance with any specific skills or training requirements.
9. To monitor the workload of new and existing support staff and ensure the required hours are being allocated.

COORDINATION OF SUPPORT

10. To ensure all client records within the designated areas of responsibility are completed in full and include all mandatory information fields.
11. To update Staff Plan with any changes in client details, including care provision and funding changes as required.
12. To ensure unallocated visits due to both planned and unplanned staff leave are covered, ensuring systems are updated and Support staff, service users and their families are informed of changes.
13. To work with Care and Training teams to ensure mandatory training and supervisory visits are scheduled as required ensuring that service users have alternative support.
14. To ensure any breaks in service provision (including hospital and respite) are recorded accurately on the Staff Plan and Carer Support staff are informed.
15. To ensure support is allocated in line with current priorities for funding capacity or restrictions.
16. To ensure any breaks and visits are accurately verified (either electronically or manually) and all unverified visits are verified on a weekly basis.
17. To contribute to the development and scope of CMG services responding to the needs of service users, their families and staff.
18. To develop good working relations with statutory and voluntary agencies in order to achieve the aims and objectives of CMG.

TEAM RESPONSIBILITIES

19. To support, assist and advise Support Workers and outside agencies with any queries in relation to care coordination.
20. To respond appropriately to complaints and concerns from staff and families in line with CMG policies and procedures.
21. Have working knowledge of CMG policies and procedures, national and local policies, guidelines and standards, in relation to Care Services.

22. To communicate effectively with members of staff and other agencies involved in the care and wellbeing of services users.
23. To ensure that the Outreach Manager is kept informed of current activities and specific issues.
24. To contribute to the development of the services, by providing new ideas and giving a flexible approach to constantly changing service, in order to support appropriate service delivery, provide practical, creative solutions to problems and reallocate resources as required.

ADMINISTRATION

25. To record, monitor on the Staff Plans the day to day demands made up upon the service and allocated area.
26. To ensure records of visit forms are checked and any actions required as a result of these are followed up with the relevant teams.
27. To update any changes to assessments are required.
28. To compile and maintain, on an ongoing basis, accurate computerised and written records, including accident/incident reports etc as required by CMG, Statutory bodies and National Care Standards.
29. To undertake regular auditing for staff files and Service User files, as well as conducting spot checks.

OTHER TASKS

30. In consultation with the Outreach Manager regularly attend study days, seminars and courses as determined by individual training and development needs.
31. Attend and contribute to regular team and are locality meetings as required,
32. To attend a minimum of 3 monthly supervisions and an annual appraisal with the Outreach Manager.
33. To carry out any other ad hoc project or tasks of a similar nature as required, at the discretion of CMG.

IT IS IMPERATIVE THAT EQUAL OPPORTUNITY PRINCIPLES AND CONFIDENTIALITY ARE RESPECTED AT ALL TIMES.