job description

Key Worker Coordinator

**Roles and Responsibilities:**

* To lead shifts in the absence of a team leader
* Co-ordinate the keyworker process for named residents.
* Be an immediate source of advice, guidance and support to Support Workers on shift acting as a positive role model for staff under your supervision.
* To provide support to residents as set out in the Person centred plan, Positive Behaviour Support Plan and use Active Support methods that enables the resident to lead as independent a life as possible in line with their needs and aspirations.
* Contribute towards and help maintain Person Centred Plans, positive behavioural support plans based on the identified needs and individual aspirations of the resident. Support individuals to use of opportunities in the local community for a meaningful and independent life to maximise their full potential.
* Support the individual in accessing local services and resources in the community in order to develop independence and fulfilment in all aspects of life including maintaining contact with family and friends, leisure activities, learning and work opportunities.
* Contribute towards risk assessments and support plans for individuals using the Person Centred Planning system.
* Participate in relevant training for the Management of Actual or Potential Aggression (MAPA) and where necessary take part on appropriate and reasonable physical intervention.
* Use Total Communication methods as supported by the Speech and language Therapist to support individuals where appropriate.
* Liaise with associated professionals to identify the changing needs of the individual and to access appropriate services.
* Liaise with family, friends, advocates, external agencies and home management to provide a consistent approach to care that meets the needs of each resident.
* Maintain recording systems relevant for the individuals care and support.
* Report any changes/issues concerning the resident to the home management team.
* Where required provide support with all aspects of personal care including washing / bathing, dressing / undressing and toileting.
* Help residents with mobility problems and other physical needs with the use and care of aids / adaptations and personal equipment.
* Support residents in undertaking housekeeping and food preparation duties. If needed prepare food in line with the residents’ choice and dietary requirements, in a safe and hygienic way and support the resident with eating and drinking.
* Provide or find information, advice and guidance to the residents on matters relating to finance, good housekeeping, health, safety, daily work and leisure activities and ensure that this is done in a way that respects their dignity, privacy and choice.
* Under the direction of the Deputy Manager, administer medication if necessary and /or appropriate.
* Work in a way that means both you and the home are compliant with all regulatory requirements and company policies and procedures.
* Value each resident as an individual promoting their dignity, self-esteem, independence, choice, respect and human rights.
* Commit to actively taking part in any training and development needed to carry out the role effectively.
* Maintain confidentiality under the data protection act.
* Follow all policies and procedures including Health and Safety and Safeguarding.
* Actively promote equality of opportunity, and respect diversity, different cultures and values.
* Prepare for, attend and engage in regular supervision and appraisal both accepting and providing constructive feedback.
* To handle resident’s money where needed and record all transactions in line with the company’s procedure.
* Report any incidents, suspicions or concerns, about the safety or wellbeing of residents to home management immediately.

**NOTE: This job description covers the main duties for the role. However sometimes there may be other duties that you will be asked to do by your Team Leader or Home Manager. These will not be outside the skill level required for this role.**

person specification

Key Worker Coordinator

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| **Person Specification** | **Essential (E)** | **Desirable (D)** | **Evidence** |
| **Experience** |  |  |  |
| Experience of working with adults with learning disabilities, mental health issues or behaviours that challenge |  |  | Application / Interview |
| Experience of leading a shift |  |  | Application |
| **Knowledge and Understanding** |  |  |  |
| An understanding of the needs of adults with learning disabilities, mental health issues or behaviours that challenge who are vulnerable within society |  |  | Interview / Supervision Record |
| Knowledge of health and safety, food hygiene, manual handling |  |  | Interview |
| Knowledge of safeguarding procedures |  |  | Interview |
| Knowledge of medication procedures |  |  | Interview |
| An understanding of the principles of person centred planning and active support |  |  | Application |
| An understanding of the principles of confidentiality and data protection |  |  | Application |
| **Skills and Abilities** |  |  |  |
| Able to undertake safe manual handling practices |  |  | Application |
| Good spoken and written communication skills |  |  | Application / Interview / Supervision Record |
| Ability to work as part of a team |  |  | Interview / Supervision Record |
| Ability to motivate residents and colleagues to achieve their potential |  |  | Interview / Supervision Record |
| **Behaviours and Attitudes** |  |  |  |
| Observant and sensitive to residents needs |  |  | Interview / Supervision Record |
| Patience |  |  | Interview / Supervision Record |
| Empathy |  |  | Interview / Supervision Record |
| Self motivated |  |  | Interview / Supervision Record |
| Organised |  |  | Interview / Supervision Record |
| Flexible |  |  | Interview / Supervision Record |
| Down to earth and ‘Can Do’ attitude |  |  | Interview / Supervision Record |
| **Qualifications** |  |  |  |
| QCF Level 2 in Care |  |  | Application |
| Current clean driving license |  |  | Application |
| Willing to undertake QCF Level 3 in Care |  |  | Application |