DOMICILIARY SERVICE CO-ORDINATOR
JOB DESCRIPTION

Role Overview and Purpose

To manage the domiciliary support service with sufficient care, competence and skill. To ensure that all services are delivered to the highest standards in line with the service’s statement of purpose and service user guide.

You will be managing services for people between the ages of 18 and 64 years of age who have learning disabilities, may be on the autistic spectrum and who may have co-existing mental health problems and/or behaviours which may challenge.

Reporting Arrangements

Accountable to the Domiciliary Service Manager, Responsible Individual and CIW.

Responsible to the Domiciliary Service Manager.

Main Duties and Responsibilities

Care responsibilities

Be responsible for the daily operations of the domiciliary support service.

Work with the domiciliary service manager, care teams and commissioners to identify potential service users for the domiciliary support service in line with the company’s strategy.

Support the development of effective marketing of the service.

Be responsible for ensuring that the care and support services are provided to the highest standards in line with contracts, person-centred plans, risk assessments, best practice and having regard to legislation and regulation.

Work with the domiciliary service manager in the process of clinical assessments and new admissions to the service.

Develop, evaluate and implement robust, personalised individual support plans and risk assessments and ensure that they are adhered to.

Work with individuals, families and external professionals to implement individual support plans (and relevant group training programmes) to ensure that individuals are supported in developing their own skills to their full potential.

Promote and make proper provision for the health and welfare of individuals.
Ensure compliance with all health and safety legislation.

Ensure safe management, administration, ordering and storage of medicines.

Support individuals in a non-judgmental way based on the principles of anti-discriminatory practice.

Ensure that individuals are encouraged and empowered to express their opinions and views in all areas of decision making, supporting and promoting access to independent advocates when required.

Recognise and deal with adult protection issues, complying with policies and procedures for the safeguarding of vulnerable adults.

Develop and maintain professional, open and honest working relationships with external professionals, families of individuals, CIW, the service manager, the responsible individual and company directors.

Participate in the on-call rota and comply with company policy in relation to this.

Produce individual’s reports in line with agreed timescales for care teams, families, commissioners, the responsible individual and directors.

Work shifts at domiciliary care services.

**Staff management**

Be involved in the recruitment, mentoring, support and development of a team of support staff.

Create an environment which attracts and retains high quality staff that contribute to effective team working.

Conduct supervision and appraisal sessions with members of staff in line with regulatory requirements.

Work with the HR Director to ensure effective management of staff according to company policies and employment laws ensuring that relevant HR policies are followed.

Conduct disciplinary investigations, disciplinary meetings and grievance meetings when required.

Arrange and ensure attendance of staff at team meetings.

Ensure that at all times suitably qualified, competent, skilled and experienced staff are working at the agency.

**Values and Attitudes**

Work in line with company aims and values.

Act as a role model of good practice to all staff, always acting with openness, honesty and integrity.
Positively and professionally represent and promote the company’s services at all times.

**Performance and Development**

Have extensive knowledge of and comply with all relevant legislation and codes of practice.

Comply with company policies and procedures at all times.

Attend training on a regular basis to ensure that all mandatory, statutory and developmental training needs are met in line with company requirements.

Participate in and contribute to own supervision and appraisal sessions as agreed with your line manager.

Identify your own training needs in consultation with the directors.

Maintain confidentiality at all times and comply at all times with the General Data Protection Regulation 2016.

Contribute to the development of company strategy and policy.

Comply with company quality assurance systems and the quarterly performance review process.

Prepare and deliver in-house training as required by the directors. Be prepared to work towards a training qualification if required.

**Administration and Finance**

Ensure that all records of the domiciliary service are maintained to a high standard and securely stored in line with regulations.

Understand all of the financial and administration systems in operation at the service.

Manage allocated budgets ensuring they are adhered to.

*This job description is subject to any reasonable adjustment in accordance with the changing and developing needs of the company.*