

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PCS	Role Title	CWD Outreach Coordinator
Grade	PS8	Reports to (role title)	Team Manager
		Directorate / School	Childrens Services
JE Band	269-313	Service / Department	Surrey Domiciliary care Service
		Date Role Profile was created	01/01/2022

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The coordinator case holds children open to the CWD team and are responsible for ensuring that care packages are reviewed, and finances are kept within the budget requirements. Coordinators are responsible for a small team of senior support workers and skilled support workers delivering front line services. They maintain positive relationships with peers, stakeholders and partners, including education and health providers, and promote and maximise partnership working and resources to improve outcomes for children open to the service. They will report to the Team Manager any concerns regarding the child's welfare, including health and safety issues and safeguarding concerns, ensuring the service is safe and responsive to individual needs. They will work alongside the Team Manager to resolve these issues where possible. The role requires Coordinators to work with the Team Manager to identify needs and access relevant learning and development opportunities and share that learning with others. The role holder will assist in the day-to-day running of the service, as well as ensuring that the service meets the required Essential Standards of the Care Quality Commission. The coordinators work with the Team manager to provide positive leadership and actively contribute to the development and success of the service.
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Work Context	Surrey Domiciliary Care service provides Quality Assured home based and community support for children open to the Children with Disabilities team. Coordinators undertake home visits, to complete Person centred Plans and Risk Assessments for all children referred and open to the service. They skill match support workers to families to ensure a smooth transition into the service, and support positive working relationships. It is their responsibility to ensure that records are audited, updated and maintained to the standard set by the Care Quality Commission and Surrey County Council. This also includes monitoring outcomes in-line with the CQC Key lines of Enquiry. Children require a high level of compassion, empathy and resilience, combined with consistent patience and understanding. Due to their needs and experiences they may present distressing behaviours, including self-harm, physical outbursts, and risk-taking behaviour; we therefore have a responsibility to make them feel valued, safe and accepted for who they are. For you to be able to work at this level in a consistent and sustained way we place great value and importance on the support we provide our workforce. Our Shared Values: • You will have great capacity to provide nurture, warmth and kindness • You will need to be intuitive, empathic and have a high level of emotional resilience • You will be committed to building relationships with the young people that bring about change and positive outcomes • High levels of personal, professional and moral integrity; be trustworthy and principled • Ability to reflect and make good use of supervision • Have a good sense of fun and bring a positive attitude and energy that contributes to a healthy working environment • You will need to use your personal authority with a high degree of emotional intelligence • You will need a tolerant, accepting and restorative attitude • Have commitment to being anti-discriminatory and anti-oppressive in your approach and be able to translate this attitude into practice.
Line management responsibility if applicable	Co ordinators supervise up to 7 Support Workers. Raising any concerns with the Team Manager around Safeguarding, performance or conduct. Coordinators will observe and feedback on Support Workers practice, recording and decision making to ensure effective plans are in place for each child. Evidenced by up-to-date records that reflect the care and support funded, demonstrating consultation with children where possible. Working collaboratively with theTeam Manager for recruitment, induction, delivering and facilitating training programmes. As well as assessing competencies and maintaining safeguarding requirements, CQC standards, and a Quality Assured service. Coordinators are required to produce reports with professional recommendations and attend meetings related to the children on their case load.
Budget responsibility if applicable	
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Risk Management • Identify opportunities and risks associated with the service and escalate / report to management. • Assess and manage risk associated with assigned cases/service delivery. Service Development • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. Planning & Organising • Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area. Finance/Resource Management • Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services. Work with others • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership. • Work in partnership with service users, their families/carers. People Management

	• Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Advanced vocational qualification at level 4 or considerable on the job experience. • For some roles a relevant degree may be required. • Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate. • Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners. • Numerate and able to advise on effective use of budgets and resources. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• Advanced vocational Qualification at Level 4, or commitment to work towards this. A relevant degree may also be required. • Good knowledge of relevant legislation including Childrens Act 1989, Working together to Safeguard Children 2013 and Children and Families Act 2014 and the Care Quality Commission Key lines of Enquiry. • Good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels. • Creative problem-solving skills and the ability to identify service improvement initiatives. • Able to promote effective team working and use supervision and direct observations to improve personal performance and practise of support workers. • Experience of leading and developing staff. To lead staff in a specific area to enhance service delivery and contribute to the development of the service. • Dedicated to seeking out best practice and applying it within the team. • Good written English and verbal communication skills. • Experience of working with children with disabilities, complex health needs and behaviours that challenge, demonstrating a positive approach to a social model of disability. • Qualified PBS Practitioner/ coach, or willingness to work towards this qualification • Competent and confident in the use of IT tools, including MS Office and database management systems. • Able to plan and prioritise own workload in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team. • Full UK driving license with Business insurance evidenced. • Committed to an anti-discriminatory and anti-oppressive approach to the work and able to translate this attitude to practise. • Prepared to be flexible and available to work unsociable hours, including weekends • Carry an out of hours, on call work phone on a rota basis • Enhanced DBS is required
Role Summary	Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.

Reference Number	BM-2022-158
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