JOB DESCRIPTION

Job Title:	Support Co-ordinator
Service / Department:	Exeter & East Devon Mental Health Services (EEDMHS)
Reports To:	Service Manager
Responsible For:	Relief Support Workers
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Support Co-ordinator will work as part of a team that provide holistic recovery-focused support to clients with mental health across Exeter & East Devon Mental Health Services (EEDMHS). They will work closely with and deputise for the Deputy Manager (Exmouth) to co-ordinate day-to-day operational needs of the service and ensure the effective delivery of quality support services and will effectively manage an assigned caseload of clients based on their support needs, which are identified through assessment, their Clinical Care Plan and Risk Assessment and / or Social Care Assessment and through 1:1 support sessions.

Main Duties and Responsibilities:

- To be involved in the referral and assessment process for potential clients; to include booking and facilitating assessment interviews when directed, recording referral paperwork and the assessment and notifying the applicant of the outcome of the assessment, in consultation with the Deputy Manager and Service Manager.
- To work with the Mental Health Support Workers (MHSWs) to ensure an Immediate Needs Support Plan (INSP) and a Risk Management Plan (RMP), where applicable, is in place on the day a new client moves in and is completed within 4 weeks of arrival and to ensure once the INSP is completed, to ensure a full My Journey Support Plan (MJ) is set up in conjunction with the client and the Recovery Care Co-ordinator. All MJs should complement the Clinical Care Plan or Social Care Assessment and meet the client's individual support needs. All support goals should be S.M.A.R.T., person-centred and strengths based.
- To work with the MHSWs to ensure all MJs and RMPs for all clients are reviewed in conjunction with Salvation Army Homes' Support Policy and are completed quarterly or in response to a change of circumstances or client needs changing.
- To support and accompany clients across the service to attend essential appointments in relation to their health, debts or housing, or any other appointment where there is an identified support need.
- To actively encourage joint working initiatives that would benefit clients and support the delivery of excellent outcomes.
- To manage safely and effectively any challenging behaviour in line with Salvation Army Homes' policies and procedures and to support clients to take responsibility for their actions and consequences for their actions and to ensure all incidents are managed in line

with Salvation Army Homes' policies and procedures, recorded promptly and reported to the Deputy Manager and Service Manager.

- To quality check and work with the Deputy Manager (Exmouth) to sign off all relevant paperwork including, but not limited to, Individual Service Contracts (ISCs), INSPs, RMPs, MJs, Reviews and Provider Reports.
- To provide regular feedback to the Deputy Manager on link working and meeting the contractual requirements of ISCs, highlighting any problems and advising on solutions.
- To ensure that the services are operating to standards complying with our Commissioners, and any other regulatory regime and to inform the Deputy Manager (Exmouth) and undertake necessary action where this is not the situation.
- To undertake regular audits of various aspects of the service including, but not limited to, CDP records, RUBIXX records, client files, Medication paperwork and Health & Safety records and to undertake any necessary action and report any issues or concerns to the Deputy Manager.
- To plan, co-ordinate and lead on the recruitment and induction of all Relief Support Workers and ensure that all ongoing training needs are identified, reviewed and implemented and to assist in the induction of any other staff team member, as required.
- To ensure that all Relief Support Workers have quarterly 1:1 meetings.
- To ensure any issues or concerns in relation to Relief Support Workers, including potential grievance, disciplinary, capability, staff welfare, annual leave or sickness, are reported to the Deputy Manager (Exmouth) and People Services promptly.
- To coach and support the staff teams in delivering consistently exceptional services to clients, making use of new and holistic methods and practices to continuously improve service quality and standards.
- To promote empowerment within the staff teams and encourage a consultative and inclusive environment.
- To undertake health and safety checks in accordance with Salvation Army Homes' policies and procedures.
- To ensure the standard of the accommodation and grounds are of a consistently high level through both practical means and communication.
- To actively promote a positive professional profile of the service within the local community, ensuring the good reputation of Salvation Army Homes at all times.
- To proactively engage in internal communication streams ensuring the service is embedded within the organisation.
- To produce appropriate written reports in a variety of formats to meet the requirements of the Service Manager, other stakeholders and legal and regulatory bodies, as and when required.
- To participate in an on-call rota system with the staff team and assist with shift cover, including sleep-ins, where required.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Essential Qualifications / Memberships:

- NVQ Level 5 in Health & Social Care or similar or a willingness to work towards

Aptitudes / Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability and willingness to travel between service locations

Experience / Interests:

- Experience of or knowledge related to working with people with mental health or within a similar social care setting
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	**Servant Leadership** — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	**Passion** — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	**Inclusion** — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	**Respect** —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	**Empowerment** — we have trust	Have we given the right context to our message? Has our communication been story-driven?