

## Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autistic spectrum conditions.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.



## What does a Support Coordinator do?

Put simply, your job is to support people to live the life they want.

To help you to do this, you will:

- receive a full and paid induction
- spend time getting to know the person you are supporting
- learn how best to support that person
- work as part of a dedicated team to provide support.

You don't need formal qualifications but you do need experience and to be kind, patient, and have a sense of fun.



**Who will I be supporting?**

You can find out more in the attached document: **'Meet Us, Join Us'**.

**POSITIVE FUTURES**

ACHIEVING DREAMS. TRANSFORMING LIVES.



<b>Job Title</b>	Support Coordinator (Adult Services)
<b>Reports to</b>	Service Manager

## Purpose of Role

To provide high quality support to people and to mentor, coach and act as a strong role model for other staff in delivering high quality support in order to deliver our Mission:

**“Positive Futures for people with a learning disability, acquired brain injury or autistic spectrum condition – working together to achieve dreams and transform lives”**

## Main Responsibilities

### The people we support

#### Providing Person Centred Support

- Form a positive relationship with the person being supported, maintaining appropriate professional boundaries with them and their families.
- Provide high quality support at all times to every person we support. This means giving each person the individual support they need, as outlined in the individual’s Person Centred Portfolio and their Behaviour Support Plan, to live the life they want.
- Learn about the person and share that knowledge with others who are also supporting the person.
- Act as a strong role model for other staff, promoting best practice in delivering support.
- Have Co-ordinator responsibility for people who are supported by the service. This includes involvement in the development, implementation and evaluation of Person Centred Portfolios (PCPs).
- Have lead responsibility for co-ordinating reviews with the person, their families / carers and any other significant people.
- Ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures’ Risk Management Policy.

#### Supporting people to be safe and healthy

- Support people to be safe and healthy in all aspects of their lives including maintaining their physical and emotional wellbeing.
- Support the person to communicate their wishes and requirements.
- Support the development and implementation of person centred Behaviour Support Plans and strategies that enhance the life of the person we support.
- Support people to look after themselves in all aspects of personal care as needed and/or provide personal care if needed, ensuring that people are treated with dignity and respect at all times.

- Ensure every person we support is protected from harm at all times and report any issue of concern in line with our safeguarding and whistleblowing policies.
- Act as a strong role model at all times for other staff and volunteers in relation to the delivery of safe and effective support, including appropriate reporting and escalation of any issues of concern in line with our policies.

### **Supporting independence, social and communication skills**

- Support people to have choice and control over all aspects of their lives.
- Support people to make decisions based upon informed choices and speak up for themselves and/or seek support from advocacy services where needed.
- Support people to understand their responsibilities in relation to decision making and lifestyle choices.
- Enable people to participate in, and contribute to, their local community as active citizens (e.g. involvement in social, leisure and community-based activities, engagement in volunteering, training and work experience opportunities as desired).
- Support people to keep in touch with important people in their lives (including friends, family, carers, advocates and any other significant people).
- Support people to plan for and go on holiday, going with them if needed.
- Act as a strong role model at all times for other staff and volunteers in relation to ensuring support promotes the person's independence, self-advocacy, social and communication skills.

### **Coaching, mentoring and supervision of staff**

- Be involved in the induction, coaching and mentoring of staff
- Provide mentoring and coaching to staff including with managing behaviour which challenges, in line with stress and coping plans and Positive Behaviour Support Plans.
- Provide support in the use of Person Centred approaches including the use of person centred thinking tools, to ensure that the people we support have maximum choice and control and are supported to lead full and valued lives.
- Take responsibility as "Shift Leader" offering advice / guidance and direction to other staff as required.
- Provide regular, good quality Person Centred Supervision to assigned staff.
- Chair and/or actively participate in meetings as required (e.g. team meetings, statutory meetings and meetings with the people we support and their families).
- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role.
- Challenge any poor practice and report any concerns to your line manager.
- Maintain positive professional working relationships with key individuals and agencies.

## Administration and Monitoring

- Accurately and effectively complete audits, maintain and store records and short reports within the service.
- Be responsible for conducting Health & Safety checks including the escalation and coordination of maintenance and repair work, safe management and storage of medication etc.

## Personal Professional Practice

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Maintain up to date registration with the Northern Ireland Social Care Council (NISCC) and adhere to their Standard of Conduct and Practice.
- Participate in relevant learning and development courses / activities as required and maintain own mandatory training as required.
- Take part in Person Centred Supervision and performance review with your line manager.
- Be familiar with and adhere to all policies, procedures and guidance, keeping up to date with any changes and/or developments.
- Keep abreast of best practice initiatives / approaches Positive Behaviour Support and participate in relevant training.

## General

- Promote and encourage the involvement of, and engagement with, the people we support to ensure their views and aspirations inform service delivery.
- Challenge and influence current ways of working to drive positive change.
- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.
- Carry out your duties and responsibilities in line with relevant health and safety policies and procedures.
- Ensure that risk management processes are complied with, risks are clearly identified, and mitigation actions are taken.
- Represent the organisation both internally and externally as necessary.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.

There will be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

There may be other duties from time to time as Positive Futures may reasonably require.

## How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

1. At least 2 years' paid experience of supporting people in a social care setting with a learning / physical disability and/or autistic spectrum conditions and/or acquired brain injury / neurological disorders
2. Full, valid driving licence or an ability to travel independently to meet the requirements of the post

To apply for this role, we would also **LIKE YOU** to have:

1. QCF / NVQ Level 3 in Health and Social Care or equivalent\*  
*\* Consideration will be given to candidates who do not possess this qualification but are willing to undertake the QCF qualification within an agreed timescale. It is the applicant's responsibility to demonstrate how their qualification is equivalent.*
2. Experience using standard office IT applications such as Word, Excel and Outlook

*Positive Futures reserves the right to enhance the shortlisting criteria.*

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If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

## Our Values

“Our values” are what underpin everything we do in Positive Futures.

**PEOPLE FIRST** – the people we support will always be our top priority.

**OPPORTUNITIES** – we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.

**SPEAKING OUT** – working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government – locally, regionally and nationally – and in the media.

**INNOVATION** – we are a learning organisation that is always looking for new, creative and better ways to do things.

**TENACIOUS** – we don't give up – if it needs to be done, we believe it can and will be done.

**INVOLVEMENT** – the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.

**VALUE FOR MONEY** – we deliver life-long results and transform peoples' lives in a cost-effective manner.

**EXCELLENCE** – we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives.

## Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

<b>Competencies for the role</b>	You need to be:
<b>Respectful and Understanding of Others</b>	<ul style="list-style-type: none"> <li>• Kind and work well with others, treating them with respect and dignity</li> <li>• Understanding of the needs of others</li> </ul>
<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively with others, verbally and in writing</li> </ul>
<b>Working with and Developing Others</b>	<ul style="list-style-type: none"> <li>• Able to be an active, positive and cooperative member of the team</li> <li>• Helpful towards others when they need support</li> </ul>
<b>Results and Quality Focus</b>	<ul style="list-style-type: none"> <li>• Completes work to a high standard</li> <li>• Seeks to maintain and improve how they perform and how others perform</li> <li>• Focussed on the best interests of people we support</li> </ul>
<b>Problem Solving and Decision Making</b>	<ul style="list-style-type: none"> <li>• Open minded and able to resolve difficulties</li> <li>• Able to make good decisions</li> </ul>
<b>Resilient to Change and Challenges</b>	<ul style="list-style-type: none"> <li>• Open to change and new developments / initiatives</li> <li>• Able to adapt well to new and unfamiliar situations</li> <li>• Resilient and cope well when challenges arise</li> </ul>



## The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



### Pay

1. £23,226.00
2. £23,754.00
3. £24,282.00
4. £24,810.00
5. £25,338.00
6. £25,865.00
7. £26,393.00



### Holidays

28-33 days paid per holiday year (FTE including designated holidays)

You will earn one extra day per year up to 33 days. Entitlements are shown based on full time hours. These will be adjusted on a pro rata basis for part time staff.



### Pension

We offer a contributory pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.



### Health Cash Plan

Effective from your start date and includes:

- 24-hour advice line/ counselling for medical, legal or domestic issues
- Option to add a partner or upgrade your cover
- Dependent children covered on key benefits at no extra cost
- Pre-existing medical conditions covered for all eligible employees
- 24/7 telephone access to a UK GP

### Rewards Scheme

- Offering discounts and special offers at hundreds of leading online and high street retailers, restaurants, and destinations.



### Financial Well Being

Salary Finance is our financial wellbeing provider, offering financial education including budgeting tips and tools, videos and webinars. Eligible staff will also have access to savings accounts and loans.



### Mental Health and Emotional Well Being

You can speak in complete confidence to trained counsellors from Westfield (an independent staff support provider).

See 'Training and Support' section for other ways we provide support to our staff.



### Sick Pay

We offer enhanced contractual sick pay when you've completed your probation period, with your entitlement increasing with length of service.



### Work / Life Balance

We offer a range of work / life balance benefits including:

- A suite of family friendly policies
- Enhanced maternity and paternity pay
- Bereavement leave
- Career breaks
- Emergency time off.



### Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.