

**Job Description**

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| **Role** | Independent Supported Living (ISL) Co-ordinator |
| **Reference No.** | ISL 03 2020 |
| **Terms** | Permanent, 20 Hours per week |
| **Salary** | £20,475 pro rata |
| **Responsible to:** | Senior ISL Manager |
| **Responsible for:** |  |

**About Natural Ability**

Natural Ability is a Registered Charity and Company Limited by Guarantee providing agricultural and animal care work, training, education, holidays and Supported Living for children and adults with learning disabilities.

Natural Ability aims to:

* Support the personal development and autonomy of people with learning disabilities.
* Offer work which is meaningful, productive, dignified and challenging.
* Develop environmentally sustainable ways of living and working.
* Ensure that people with disabilities are seen as an important part of the community.

**Job Purpose:**

* To develop and co-ordinate ISL service rotas, therefore ensuring that services are appropriately staffed at all times.
* To co-ordinate recording of service incidents and support with analysis.
* To co-ordinate the distribution of information and equipment to ISL services.
* To manage the filing and retention of all ISL service paperwork as per GDPR and CQC compliance principles.
* To support the ISL Managers with administrative functions as required.

**Main Duties and Responsibilities:**

**Service Delivery**

* Implement and manage the rotas for all ISL services utilising the CarePlanner electronic system. Ensure that rotas are sent out promptly and act as a point of contact for staff queries or shift change requests. Key task will include:
  + Populating and updating CarePlanner with staff contracted hours, personal information, experience and availability.
  + Populating and updating CarePlanner with contractual requirements relating to each service – support hours, staff experience, staff qualifications, gender requirements.
  + Prepare and distribute rotas to ISL team.
  + Identify and fill gaps in rotas when cover is required.
  + Provide regular CarePlanner reports to the ISL management team and retain rota records for compliance and financial requirements.
* Ensure that all services are adequately staffed at all times as per contractual requirements.
* Liaise directly with Support Workers, including relief team members, in order to arrange cover for ISL staff annual leave, sickness, training and any other leave that may occur.
* Prepare and distribute the On Call rota.
* Lead on the recording and filing of ISL service incidents including:
  + Critical incidents
  + Safeguarding concerns / reports
  + Medication errors
  + Health and safety reports
* Audit and co-ordinate distribution of PPE and health & safety equipment for ISL services.
* Distribute information to ISL services such as policies, procedures, protocols, newsletters.
* Support the ISL management team in evaluating services by co-ordinating stakeholder surveys, parent participation plans.

**Administration**

* Support with the recruitment administration of new Support Workers within the ISL service.
* Create and manage electronic HR files for ISL staff.
* Electronically file ISL HR data relating to contracts, terms of employment, sickness, personal development, competency and disciplinary. Support with minute taking at HR meetings if required.
* Support with the co-ordination of Support Worker induction, probationary reviews and manage subsequent paperwork.
* Support with the co-ordination of ISL staff classroom based training events. Manage subsequent paperwork.
* Ensure that emergency contact and lone working details are reviewed and updated regularly for ISL staff.
* Support ISL managers with the filing and management of client records.
* Diary ISL services team meetings, arrange cover if required, attend and take minutes.
* Support with ISL service filing and ensure GDPR principles are adhered to whilst archiving and destroying records.

**Service Development**

* Support the ISL management team in evaluating services by co-ordinating stakeholder surveys, parent participation plans.
* Represent the ISL service at events such as job fairs, open days and moving on events.
* Support with raising the profile of the ISL service and Natural Ability by contributing to social media, website marketing and leaflet distribution.
* Support ISL Managers with new service referrals and implementation.

**Other Duties**

* Undertake any necessary training, as appropriate to the role.
* To work to Natural Ability Policies and Procedures.
* Ensure that Health and Safety and all other Policies and Procedures are followed.
* To develop and promote the inclusion of people with disabilities.
* Undertake any other reasonable duties as required.

**Benefits of working with Natural Ability:**

* Competitive pay rates.
* Mileage allowance.
* Fully paid induction including training.
* Support with personal development.
* Employer contribution pension scheme.
* Employee Assistance Programme.

***Please note that Natural Ability is committed to safeguarding children and vulnerable adults and all successful applicants will need to submit to a DBS check at the Enhanced level.***

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Skills, Knowledge, qualifications** | Excellent IT skills.  Excellent communication skills.  Ability to communicate effectively verbally and in writing.  Excellent organisational skills.  Excellent attention to detail and ability to work accurately. | Ability to travel to meet the requirements of the post. |
| **Experience** | Providing administrative support in a fast paced environment. | Co-ordinating staff rotas.  Working with people with learning disabilities.  Knowledge and understanding of safeguarding processes.  Working within Supported Living Services.  Knowledge and experience of working with the remit of CQC compliance. |
| **Personal qualities** | Commitment to the ethos of Natural Ability.  Commitment to the participation and empowering of people with learning disabilities.  Commitment to excellent care for disabled people.  Enthusiastic self-starter.  Well organised, ability to pay attention to detail  Effective team worker |  |