

**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 detailEffective team worker |  |