

Role Profile & Specification

Title	SUPPORT CO-ORDINATOR (General)
Reporting to	Service Manager
Job Purpose	To assist the local management team in providing basic management duties. To provide hands-on support to Avalon customers for an agreed number of hours each week.

Core Competencies	
Communicate well	<ul style="list-style-type: none"> • Listens to others • Asks relevant & pertinent questions • Communicates in a clear & concise way • Effectively uses a range of communication tools & techniques • Keeps accurate, objective & clear records
Have a positive & practical approach to work	<ul style="list-style-type: none"> • Tackles things in a direct & orderly manner • Can be depended upon to get things right • Able to prioritise tasks & manage workload • Reliable under pressure
Work well with other people	<ul style="list-style-type: none"> • Earns the respect of others • Shows respect for the views & actions of others • Builds & maintains mutually beneficial relationships • Motivates self & others
Able to respond to & solve problems	<ul style="list-style-type: none"> • Plans ahead • Tackles issues voluntarily & positively • Able to identify the cause & not just the symptoms of problems • Able to anticipate problems & develop solutions in advance • Solves problems in a calm, direct & organised manner • Helps other people with problems
Able to innovate & have new ideas	<ul style="list-style-type: none"> • Full of ideas which provide fresh insight & broader perspectives • Responds positively to change • Self motivated

Role Specific Competencies	
Staff Management	<ul style="list-style-type: none"> ▪ Ability to assist the local manager to manage a team of staff to ensure that they work within guidelines to deliver an effective & high quality service & meet targets ▪ Ability to plan & manage staff rotas ▪ Ability to develop & maintain training records ▪ Act as a support to staff working in the team ▪ Ability to conduct professional & productive support & supervision of staff ▪ Ability to identify & effectively address poor practice by staff in the team, in conjunction with the manager

	<ul style="list-style-type: none"> ▪ Ability to provide appropriate induction for new support staff
Administration	<ul style="list-style-type: none"> ▪ Ability to understand & communicate written guidelines (i.e. policies & procedures) to the wider staff team or other interested parties. Ensure compliance across services ▪ Ability to maintain accurate & up-to-date records ▪ Ability to produce written & statistical reports
	<ul style="list-style-type: none"> ▪ Competent in ensuring that all relevant records concerning the delivery of service are in place (i.e. support plans, risk assessments) ▪ Knowledge of & the ability to carry out & review care needs assessments & risk assessments
Supporting our customers	<ul style="list-style-type: none"> ▪ Commitment to provide direct support to our customers ▪ Ability to work with people who have a learning and / or physical disability, mental health problem, sensory loss or those who are older adults. This could include supporting people with personal care needs or behaviour that challenges ▪ Ability to 'match' support workers with customers to ensure positive support relationships ▪ Ability to deal with customers or general public in a way that projects the organisations ethics & values ▪ Willingness to ensure that customers are aware of & are offered support by other relevant agencies, such as advocacy
Partnership Working	<ul style="list-style-type: none"> ▪ Ability to work closely & positively with our customers / their advocates / other professionals & agencies ▪ Show commitment to working as part of a wider team of Avalon employees, contributing to the support of other departments such as Inclusive Learning & Development
Housing	<ul style="list-style-type: none"> ▪ Ability to carry out Health & Safety inspections & ensure Risk Assessments are in place, reporting any findings to relevant personnel
Quality Assurance	<ul style="list-style-type: none"> ▪ Ability to monitor services & address any weaknesses identified ▪ Willingness to work with our customers & other interested parties to continually improve services offered ▪ Willingness to work in ways which are consistent with Avalon's organisational policies (e.g. Equal Opportunities, Health & Safety)
General	<ul style="list-style-type: none"> ▪ Ability to manage workload effectively with excellent time management skills, to ensure deadlines are met ▪ Ability to facilitate meetings & record minutes ▪ Ability to work the hours dictated by the requirements of the post ▪ Part of the out-of-hours on-call service ▪ Commitment to personal development
Expertise in role (role-related knowledge, skills & experience required at selection)	
<ul style="list-style-type: none"> ▪ Experience of working in the support sector ▪ Experience of managing staff desirable, but not essential ▪ Capable of working without close supervision ▪ Have access to own transport that can be used for work purposes with a full valid licence 	

Relevant technical, vocational or educational qualification for the role
<ul style="list-style-type: none">▪ Possess, or be willing to work towards, a relevant professional / management qualification