

Role Profile

Title	Shared Lives Coordinator
Reporting to	Shared Lives Registered Manager
Job Purpose	<ul style="list-style-type: none"> To work as part of the Shared Lives management team to coordinate safe, high-quality, person-centred Shared Lives arrangements that enable people to live ordinary, fulfilling lives within their communities. To coordinate and support a caseload of short-term and long-term Shared Lives arrangements across York and Doncaster, working closely with people supported, Shared Lives Carers, families and professionals. To ensure arrangements are delivered in line with the Shared Lives model, CQC Regulations and Avalon Group values, contributing to positive outcomes and stable placements.

Key Responsibilities	
Service Coordination & Practice	<ul style="list-style-type: none"> Coordinate Shared Lives arrangements to ensure individual needs, preferences and outcomes are met in a safe, person-centred way. Build and maintain strong, trusting relationships with Shared Lives Carers, people supported, families, advocates and social work teams. Support people to shape and direct their own support, reflected in clear, strengths-based and outcome-focused support plans. Work with carers to ensure they understand and meet the requirements of the Shared Lives scheme and relevant CQC regulatory framework. Contribute to effective matching, placement stability and positive endings where arrangements change.
Carer Support, Monitoring & Development	<ul style="list-style-type: none"> Undertake regular carer support and monitoring visits in line with scheme requirements. Support carers to reflect on practice, identify development needs and access mandatory and specialist training. Promote carer wellbeing, resilience and retention, escalating concerns appropriately. Act as a consistent point of contact for carers, offering advice, guidance and reassurance.
Quality, Safeguarding & Compliance	<ul style="list-style-type: none"> Monitor day-to-day practice to ensure person-centred, safe and high-quality support. Complete and contribute to required compliance checks, including Health & Safety and scheme monitoring. Identify safeguarding concerns or quality issues promptly and escalate in line with policy. Maintain up-to-date knowledge of Shared Lives standards, CQC Fundamental Standards and relevant legislation.
Partnership Working	<ul style="list-style-type: none"> Work collaboratively with commissioners, social workers and partner agencies to support effective placements and positive outcomes. Represent Avalon positively in meetings, reviews and regional forums as required. Contribute to maintaining strong local authority relationships and confidence in the service.

Administration, Systems & Information	<ul style="list-style-type: none"> ▪ Maintain accurate, timely and confidential records across electronic and paper systems. ▪ Ensure required documentation is in place, including support plans, agreements, risk assessments and monitoring records. ▪ Contribute to reporting and monitoring information to evidence outcomes, quality and performance. ▪ Use ICT systems confidently, including Microsoft Office and internal systems.
Team Contribution & Development	<ul style="list-style-type: none"> ▪ Work collaboratively as part of the Shared Lives team, contributing to service development and improvement. ▪ Participate in supervision, appraisal and learning activities. ▪ Manage workload effectively, prioritising tasks and meeting deadlines. ▪ Work flexibly to meet the needs of people supported and carers.
General	<ul style="list-style-type: none"> ▪ Uphold the values and ethos of Avalon Group at all times. ▪ Maintain professional boundaries and confidentiality. ▪ Commit to continuous professional development.

Core Competencies Applicable to all posts	
Communication & Record Keeping	<ul style="list-style-type: none"> ▪ Listens actively to others and shows empathy and understanding ▪ Asks relevant and appropriate questions ▪ Communicates clearly and concisely, both verbally and in writing ▪ Uses a range of communication tools and techniques effectively ▪ Maintains accurate, objective and timely records
Professional & Organised Approach	<ul style="list-style-type: none"> ▪ Takes a practical, methodical and well-organised approach to work ▪ Can be relied upon to complete tasks accurately and on time ▪ Prioritises workload effectively and manages competing demands ▪ Remains reliable and consistent under pressure
Team Working & Relationship Building	<ul style="list-style-type: none"> ▪ Earns the respect and trust of others ▪ Treats colleagues, carers, people supported and partners with respect ▪ Builds and maintains positive, collaborative working relationships ▪ Works well as part of a wider team and contributes positively ▪ Motivates self and supports others appropriately
Problem Solving & Decision Making	<ul style="list-style-type: none"> ▪ Plans ahead and anticipates potential issues ▪ Takes initiative to address challenges constructively ▪ Identifies root causes of problems, not just symptoms ▪ Develops practical solutions in a calm and organised manner ▪ Supports others to resolve issues when appropriate
Adaptability, Initiative & Improvement	<ul style="list-style-type: none"> ▪ Responds positively to change and new ways of working ▪ Demonstrates initiative and self-motivation ▪ Contributes ideas that improve practice and outcomes

- Open to learning and continuous improvement

Person Specification

	Essential	Desirable
Qualification		
Level 3 Diploma in Health & Social Care or relevant professional qualification in Social Care or Health, or be working towards this		✓
Access to own transport that can be used for work purposes, with a full valid licence	✓	
Experience		
Proven success in developing, monitoring and delivering targeted business plans		✓
Experience of working with multi-disciplinary teams	✓	
Knowledge and Understanding		
Knowledge of Shared Lives		✓
Extensive working knowledge of regulation relating to social care		✓
A thorough understanding of current social care policy issues, quality standards and best practice		✓
Skills		
Confident in engaging and interacting with a diverse range of people particularly on a personal level	✓	
Ability to communicate effectively at all levels both orally and in writing	✓	
Confident planning and managing own workload to meet service need and growth targets	✓	
Confident in the use of social media to promote best practice and develop services	✓	
Proficient IT user – Word, Outlook, Teams and other software tools	✓	