

# Service Co-ordinator

May 2025



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<b>Post</b>	Service Co-ordinator
<b>Grade</b>	SCP
<b>Reports to</b>	Services Manager

## General purpose

Enable is a dynamic, forward-looking and vibrant charity dedicated to ensuring an equal society where everyone has the right to live, work and participate as active and respected citizens in the communities of their choice.

The role of the Service Co-ordinator is to support the Services Manager in achieving these aims, ensuring the quality of service provision, meets the needs of those receiving services.

Under the direction of the Services Manager, the Service Co-ordinator will assist with the day -to- day co-ordination of the service, in accordance with, service specifications (if applicable), all legal requirements and the national Codes of Practice for Social Care Workers and Employers.

## Principal Duties and Responsibilities

### Care Management

- Carry out assessments for the people we support and risk assessments of tasks and activities, with reference to the principles of person- centred care and health and safety. In consultation with the Services Manager, determine care and support to be provided, agree and prepare Personal support plans and related care documentation in conjunctions with people we support, their families and carers, considering the individuals desired outcomes.
- Review individual support plans within the agreed timeframes or in response to changing needs of people we support to ensure that support plans are accurate and consistently meet the needs and desired outcomes for the individual.
- Ensure individual support plans are recorded and stored appropriately and that all staff providing care and support to the people we support are aware of and refer to the plans and are aware of any changes
- Maintain effective contact with people we support and their families and Carers, undertaking reviews on the effectiveness of the service and implement

monitoring systems to ensure the service delivered is constantly evaluated and provided to the highest possible standard.

- Ensure that all carers and people we support are treated with respect and sensitivity, recognising the need for confidentiality at all times.
- Participate when appropriate in multi-agency planning and review meetings with the consent of the individual and family concerned.
- Participate in the out of hours response and support system to staff and the people we support.
- Participate in annual returns for Care Inspectorate as required and assist with the facilitation of any visits and collation of evidence.

## **Management of Staff**

- Assist in the allocation of work to Support Workers, provide them with informal support and guidance, in particular in meeting the assessed care and support needs of the people we support.
- Prepare rotas in advance for the Service, ensuring that staff deployment meets the needs of people we support, their care plans and risk assessments.
- Ensure maximisation of staff time through the rota, ensuring contracted hours are met and that travel time is minimised. Ensure that staff receive adequate daily and weekly rest and that their rota complies with the Working Time Regulations and provides work/life balance.
- Adjust the rota as necessary due to absence.
- Provide support and supervision in an appropriate manner and frequency. Undertake observations of Support Workers delivering care and support, to ensure quality of service delivery and assist with support and supervision.
- Bring to the attention of the Services Manager any concerns or issues regarding the attendance, conduct or performance of a staff member. Assist the manager in dealing with conduct, performance and attendance issues, ensuring that enable policies and procedures are followed.
- Monitoring Support Workers in visits and times of attendance and following up any concerns and reporting to the Services Manager.
- Encourage staff to develop and promote learning opportunities at every opportunity through a variety of means.
- Assist with checking and approving time sheets and expense claims submitted by Support Workers.
- Ensure that staff are treated fairly with the same respect and sensitivity as the people we support and provide support as required. Highlight any concerns to Managers.

## **Management of Resources/Administration**

- Maintain appropriate administration systems for the delivery of service in accordance with the requirements of and standards set by the National Office and Data Protection legislation, including people we support and staff records, budget monitoring, invoicing and payroll and general administration.
- Maintain statistical (including computerised) records. Assist the Manager, to compile regular statistical and progress reports on Service activities for the Area Manager, Head of Operations or National Office (NO) and as required for funding bodies, including quarterly returns to NO of service activity and annual returns to the Care Inspectorate.
- Fully utilise the IT systems in place, ensuring that information contained is accurate and up to date.
- Ensure effective use of all resources, including buildings, office environment and resources, considering budgetary constraints, energy management and other relevant policies and procedures.
- Monitor the supply of resources to support staff ensuring adequate supply of PPE.
- Assist in the preparation of information for invoicing,
- Process data and maintain staff and people we support financial records.
- Assist with answering the telephone and maintaining a reception service as appropriate.

## **Other**

- Undertake training as determined by individual training and development needs, supervision and appraisal sessions and national regulatory requirements. Take responsibility for continuous professional development.
- Responsible for health and safety and as such ensure that effective systems are in place to protect the health and safety of people we support, staff and public, including undertaking risk assessments. Highlight any areas of concern to line manager.
- Assist the Services Manager in developing the service's public profile and influence and foster good relations with statutory and voluntary bodies and publicise the service.

The list of duties contained in the job description is not exhaustive. An employee may be asked to undertake other duties and tasks commensurate with the grade.