

Role Title	Day Senior Co-ordinator
Directorate / Business Hub	Adults
Grade	SO2
SAP Position Number	
Date Prepared	April 2024
Purpose To manage a team of staff providing high quality and innovative person centred care. To provide direct support to residents with a range of complex needs, in the residential setting and in the community To fulfil the responsibility of a Day Senior Co-ordinator in accordance with the National Care Standards Act 2000. To provide our residents who have a diagnosis of Dementia/Mental Health needs with a high standard of support and care in all aspects of their daily lives. To respond to the needs as identified in their individual service user care plan. To provide services; which will promote independence and enhance their quality of life. Support and assist Residents in their personal care, respecting their privacy and dignity at all times	
Generic Accountabilities	End Results/ Outcomes
To organise and/or provide direct support including personal care to service users with complex needs.	Service meets all operational requirements. Needs are met in accordance with the individual support plan. Person centred support is provided, ensuring that the individual remains central to all support and care provided, and the individual is involved in all aspects of their care. Care and support is provided within procedures and to current best practice. Planned and consistent approaches to working with people with complex needs and/or challenging behaviour. Working with people with complex needs and/or behaviour that may challenge the service that enables community participation. Appropriate risks are considered, assessed, and managed. Support is provided effectively and to the required

	standard. Where required, service users are transported safely and on time. An effective, courteous service is provided. To escalate any concerns.
Manage a team of staff	Work is allocated and scheduled appropriately. Team completes work to the required standards. To be involved in the induction, performance review, supervision and appraisals of staff is undertaken to the required standards. Provide supervision, identify learning gaps and support staff in their professional development, especially in regards to complex needs. Effective performance management is undertaken. Effective team meetings take place and to the required timescales. Contribute to the team's service plan in line with the organisations' vision. Provide support to staff to ensure required standards are achieved. Identify any changes that may impact upon the service. Contribute to the qualification and development of others (e.g. through sharing knowledge, skills and experience, acting as a coach or mentor, placement supervisor or providing feedback). Promote the professional code of practice.
Liaise with colleagues and other agencies to support service users with a range of complex needs and their families/carers.	Cases presenting complex issues are escalated to colleagues appropriately and in line with agreed procedures. Contribute to the development and implementation of support packages.

Monitor and report on service users' circumstances	Progress is recorded correctly e.g. care/support plans, logs, reviews, incident forms.
Organise and maintain records and documents using the appropriate process /system.	Accurate, complete and relevant information is recorded in the correct format within timescales. Participate in monitoring systems as required, such as audit of support plans.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within own area of responsibility.	Behaviours and actions that supports the safeguarding of vulnerable adults as appropriate. Appropriate safeguarding training needs of staff identified, provided and learning applied to day to day practice.
Act in accordance with all policies and procedures which apply to the job and the Council, and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Manage the work of a team to organise and/or provide intimate personal and/or social care to vulnerable adults.	Appropriate care, including the administration of medication and personal care, is provided in line with the support plan and procedures. Sessions are planned, facilitated and engaged in, with clear outcomes for each individual. Health, safety, personal hygiene and dignity of the individual are maintained. Emotional support to service users and their families/carers is provided.
Receive, keep secure, reconcile and handle money appropriately. Issue receipts for money received.	Money is handled correctly following procedures.
Manage a team who provide support to vulnerable adults.	Provide support and guidance to staff around working with individuals with complex needs. Effective support is provided, in line with the Support Plan. Service users are engaged in community activities.

	Connections and networks in the local community are encouraged and supported.
--	---

<i>Nature of Contacts</i> Work directly with relatives/friends/carers and vulnerable adults in receipt of services. May involve dealing with challenging behaviour and situations. Work directly with members of the public. Work directly with other professionals.
<i>Procedural Context</i> Organise tasks within a support plan, using analysis and judgement to apply knowledge of procedures and best practice. Work is within procedures and best practice guidelines including: medication, moving and handling, personal care, risk assessments, health and safety procedures and safeguarding guidelines. Respond to changing events as required. Promote and adhere to the professional code of practice: Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
<i>Key Facts and Figures</i> May involve use of domestic equipment. May involve moving and handling of people and use of assistive technology. May involve use of multimedia equipment- Tablets, mp3 players, camera, video etc. Responsible for own and others' safety and security (e.g. home visits, community outings). Enhanced DBS clearance required.

Resourcing: Staff Management – in line with Council's organisational design principles for scale of post Budgetary responsibilities - none Responsibility for equipment, handling residents cash/goods and ad hoc use of prepaid cards

Competency Level: All Colleagues
Knowledge, Skills and Experience • Appropriate experience of working with the relevant service user group and understanding of the relevant statutory frameworks / requirements plus current best practice in working with people with complex needs. • Proven Ability to manage a staff team, to achieve the desired outcomes • Proven Ability to carry out assessments and support plans relating to providing support to those with complex needs. • Practical knowledge of a range of procedures. • Sensitivity and empathy to build trusting and supportive relationships with service users and families. • Proven ability to provide person centred support • Proven ability to build and maintain effective working relationships with a range of people. • Literate and numerate. Ability to maintain required records. • Excellent interpersonal and communication skills (verbal and written). • ICT skills including use of Microsoft applications. • Proven ability to manage behaviour that may challenge services. • Proven ability to encourage, support connections, networks of service users and the local community. • Proven ability to work as an effective team member.
Indicative Qualifications Relevant care qualification, such as NVQ Level 3, QCF, or equivalent or willing to study for this.
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual

objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.