

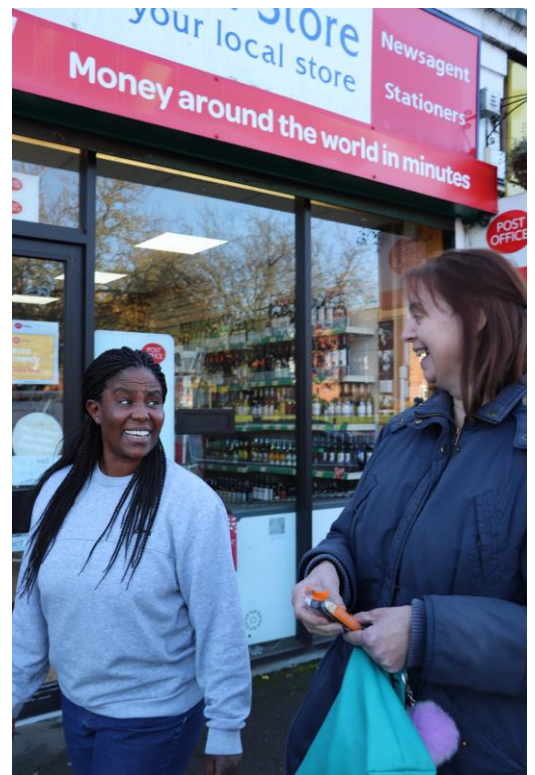
About Us

Watford Mencap supports over 800 people with learning disabilities and their families in South West Herts. We are affiliated to Royal Mencap but are a self-funding and independent local charity that has provided services and support to local families for the past 70 years.

We currently operate across 11 sites in Hertsmere, Three Rivers and Watford. It's an exciting time of change for the charity, having just bought a new building to bring together our head office and children's centre along with our plans to develop a range of brand-new short breaks services in this exciting new central hub for the charity in Watford. Over the next 5 years we shall expand and develop this hub into a multipurpose site used by the charity and other local groups.

We are now looking to appoint a Care Coordinator/Team Leader for our outreach service, providing 1:1 domiciliary care and day opportunities. The service provides support to people in their own homes as well as in the local community helping people to achieve their life goals with a clear emphasis on a person-centred approach to promote clients independence, decision making and choice. The skilled and flexible work force can be booked by the hour to support children and adults with learning disabilities in an individual and personalised way through a range of new initiatives including buddying, befriending, support at home and within the local community.

We are looking to recruit a Care Coordinator/Team Leader who will support the manager in the daily running of the service, working alongside the Team Leader responsible for 24-hour support in the community. Key tasks for this post will involve supervising and leading a team of skilled flexible workers who you will match with people with learning disabilities and their families who wish to purchase our support. You must also have drive and creativity to respond quickly to requests to provide workers, fill bookings and be able to meet agreed income targets.



You will have an operational background and experience of working in community projects within the social care sector. You will need some experience of managing services and people, including developing individuals and teams, recruitment and workforce planning. You must be passionate about service quality.

Watford Mencap has Investors in People accreditation, an Outstanding Ofsted status, an Advice Service Quality Mark and a range of operational projects that are recognised by CQC for delivering excellent quality services. We are also the winner of the HCPA Most Innovative Learning Disability Team Award in 2018 and a winner at the Hertfordshire Care Awards 2018.

The post will involve some travel across South West Hertfordshire.

We hope you will consider joining us at this exciting and challenging time. For more information please call Lorrain Barratt on 07580 815689

We offer excellent terms and conditions of employment. Full details of this are included in a separate document.



OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

Care Coordinator / Team Leader– Care & Support Agency

30 hours per week worked across 4 days

Main purpose of the role

- To support Manager to deliver a range of 1:1 support to children and adults with learning disabilities across the South West Hertfordshire, in an efficient and flexible way.

Main duties and responsibilities

- Establishing positive relationships with local families, professionals and people with learning disabilities in order to attract new customers and secure ongoing bookings.
- Building and maintaining strong relationships with stakeholders, including local learning disability teams, commissioners and contract managers
- To train and supervise a team of workers to deliver a range of flexible support options.
- Providing leadership and day to day management to the team implementing new ways of working to ensure that all staff are delivering flexible high quality personalised services and support.
- Work flexibly as part of the service leadership team covering visits where necessary and providing on call services to support the wider 24-hour service
- Timely and efficient processing of: enquiries, referrals, assessment of potential customers and allocation of suitable workers to customers.
- Creation and management of rotas to ensure maximum service delivery and financial success
- Support the manager to provide an efficient service, recruiting staff, managing and reviewing financial performance and maximising income generation and collection.
- Completing service reviews, monitoring quality and verifying practice
- Identification of risks and ensuring appropriate action is taken to mitigate risk, creating a proactive, honest and achievement driven culture
- Ensuring compliance with legislative and regulatory requirements ensuring that all activities are carried out in a manner which follows best practice, meets quality standards, legislation and contractual requirements. Maintaining Watford Mencap's professional attitude and approach.
- To actively promote and work within Watford Mencap's equal opportunities and diversity policy

- To be self-sufficient in own administration including the production of reports, data and external communications using relevant IT
- To take responsibility for own performance and personal development, actively seeking opportunities to train, network, project manage whilst keeping up to date with developments in the field
- Maintaining a range of professional external relationships whilst acting as an ambassador for Watford Mencap in order to raise the profile of the charity.
- To undertake such additional duties as required.

Watford Mencap is a progressive organisation, roles and responsibilities will therefore change as the organisation undergoes transformational change and this role will be reviewed from time to time in discussion with the post holder.

Requirement	Essential	Desirable
Education and development	<ul style="list-style-type: none"> • Evidence of commitment to continuing self development 	<ul style="list-style-type: none"> • Management or social care qualification at NVQ level 3 or above, or equivalent
Experience	<ul style="list-style-type: none"> • Knowledge and experience of providing social care support for people with learning disabilities • Experience of managing referrals and undertaking client assessments. • Experience of compiling a team rota, managing staff allocations. • Proven ability to successfully work with and build relationships with people at all levels. Experience of managing a range of relationships with stakeholders • Experience of supervising and recruiting staff. 	<ul style="list-style-type: none"> • Knowledge and experience of providing social care support in the community.
Skills	<ul style="list-style-type: none"> • Creativity and flexibility in thinking, attitude and practice • Strong communicator, both written and verbal, with the ability to inspire and motivate others • Able to work on own initiative, self-motivated, results driven. 	

	<ul style="list-style-type: none"> • Strong team player, self starter and ability to be an active member of the management team • Computer literate • Able to manage a wide range of issues and services simultaneously and competently. • Able to anticipate, assess and analyse problems and develop and deliver timely solutions. • Judgment in difficult and complex scenarios • Problem solving approach to issues 	
Knowledge	<ul style="list-style-type: none"> • Understanding of the issues facing people with learning disabilities and their carers • Good understanding of the current social care agenda within the voluntary sector • Risk management • Health and safety 	<ul style="list-style-type: none"> • Quality systems and service reviews • Knowledge and understanding of key policy, quality, legislative and contractual requirements appropriate to the post.
Personal attributes	<ul style="list-style-type: none"> • Able to demonstrate empathy with, and genuine commitment to, the values and goals of a charity which supports people with learning disability and their carers. • Able to demonstrate commitment to the provision of a high quality, personalised services and support. • A positive and pragmatic approach, with a solution focus to be able to prioritise a varied workload • Able to deal confidently with people at all levels, gets on well with colleagues • Able to motivate people and generate enthusiasm, motivated to learn new things • Emotional resilience able to remain calm when others maybe anxious • Creative and innovative service delivery 	
General	<ul style="list-style-type: none"> • Able to travel to different work locations • Received 2 doses of the Covid 19 Vaccine • Able to work flexibly to include evenings and weekends to meet the demands of the job including 	<ul style="list-style-type: none"> • Current driving licence, able to operate across South West Herts.

	representation of the charity at occasional events and functions <ul style="list-style-type: none">• Able to be part of an on call rota	
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Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people we support by listening to them and ensure the services on offer are catering to their needs
	You are able to communicate effectively with people with a learning disability and your colleagues, adapting your approach to the needs of the person at the time.
Respectful	You demonstrate through your actions respect, dignity, diversity, and privacy for people we support.
	You develop and maintain effective working relationships with managers, project staff, partner organisations, suppliers and groups hiring our facilities.
	You work flexibly and can adapt to changes in workload as necessary.
Welcoming	You ensure that you encourage all to make the services welcoming for people who use the services
	Develop and maintain a welcoming atmosphere within our projects for the all stakeholders
	Provide a safe, secure, clean, warm and stimulating environment for the people we support, staff and visitors.
Progressive	Keep your Health & Safety knowledge and skills up to date and share appropriately.
	Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Be innovative with ideas and passionate about developing the most effective and efficient services we can offer.
	Be able to think creatively and pro-actively to develop facilities as the needs of the services and people change
Challenging	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	You work with the teams to manage priorities and competing demands of multiple sites within budget restraints