

Job Description

Job title	Self Directed Support Coordinator
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	SDS Senior/ Team Manager

Main purpose of the job:

To work directly with and support those individuals that choose to receive their personal budget as a Direct Payment. Working across all disability groups, both children and adults, you will work with individual users and/or their families or representatives to harness community resources, assistive technology, support services and/or recruit and employ personal assistants, in order to achieve agreed social care outcomes.

To provide continuous aftercare as and when required and carry out reviews of the direct payment to ensure social care outcomes are still being met and the direct payment is being managed appropriately.

To be a champion of the benefits of self-directed support presenting these to potential individuals, professionals and community groups.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Provide information, advice and guidance throughout the direct payment process in line with policy, practice and guidance to support individuals in their decision making.

Support individuals with employment related issues including, but not exclusive to, disciplinary matters (which may involve attending a tribunal if necessary), HM Revenue and Customs, pension auto enrolment, health and safety at work and staff training in order to help them understand and adhere to employment law and ensure they are being a responsible employer.

Provide support and guidance to direct payment employers in order to help identify and secure appropriate training for their staff

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Undertake reviews of the 'My Plan' to ensure outcomes are being achieved and ensure that the scheme is being adhered to in accordance with the terms and conditions.

Work closely with all social care, health and SEN practitioners to promote personal budgets, including personal health budgets via a direct payment, to ensure all children and adults are given the opportunity to maximise and maintain their independence.

Work with the Medway Quality Assurance team and provider market to ensure a high standard of quality in the services they provide, and work with the community to ensure that, where customers dictate a need, microenterprises are encouraged to develop bespoke services that meet the demand for personalised support.

Work with the Direct Payment Monitoring team, the customer and/or their representatives to ensure the recovery of debt or unauthorised expenditure on direct payment account and meet with individuals and/or their representative to establish how the debt has arisen and establish how monies owed will be paid back to the local authority.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Accountabilities to the Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.

Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

‘Make no decision about me without me.’

Organisation:

This role reports to the Senior SDS Coordinator.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's (grades 4-9) or equivalent, including Maths and English
- QCF Level 3 in Health & Social Care, Level 3 Diploma in Adult Care or equivalent Level 3 qualification
- Full driving licence (valid for use in the UK) and access to a vehicle.

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

- Evidence of continuous professional development.

Knowledge

Level A

- Awareness of legislation that underpin Children's, SEND and Adults Health and Social Care, Direct Payments, employment law, health and safety and contract law.
- An awareness of the importance and principles of safeguarding children and vulnerable adults.
- An awareness of equality and diversity principles.

Level B (in addition to level A criteria)

- A sound understanding of laws and legislation in relation to employing or engaging personal assistants.
- An extensive understanding of the principles of safeguarding children and vulnerable adults, equality and diversity, data protection and confidentiality
- Detailed knowledge of the Care Act and policies and procedures responsibilities and duties under the Care Act and internal procedures in relation to its resources.
- A good understanding of the concepts of risk management.
- A comprehensive understanding of the services commissioned and delivered by Medway, and in the community for Adult, Children and Young People.
- Demonstrable knowledge of national, regional and local Personalisation strategies and policies.

Level C (in addition to levels A and B)

- Ability to apply procedural policy knowledge in a specialist area and can turn theory into practical solutions to a good standard.
- Ability to apply knowledge and experience in the application of relevant legislation, statutory guidance, standards and procedures relating to the Care Act, Mental Capacity Act and Direct Payment legislation and guidance

Experience

Level A

- Experience of working with vulnerable people.

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- Experience of providing advice and guidance to individuals on employment related matters.
- Experience of effectively engaging with internal and external stakeholders to build strategic relationships and support business objectives.
- Experience of working effectively as part of a team to achieve team and service plan objectives.
- Experience of developing support plans, writing reports, letters, presentations and undertaking complex calculations.

Level B (in addition to level A criteria)

- Experience of Inter Agency working with broad range of statutory organisations, external agencies community and voluntary organisations to promote personalisation.
- Proven track record of meeting challenging targets, sets clear goals, strives to attain them by motivating team and is not deterred by challenges.
- Experience of proactively keeping abreast of developments in the field of social care, SEND, personalisation, employment law and contract law and micro commissioning.

Level C (in addition to levels A and B)

- Extensive experience of taking initiative in various situations.
- Experience of identifying own development needs and coaching and working with others to share best practice and new knowledge.

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Ability to pay attention to detail when preparing budget calculations, preparing reports, and conducting data analysis
- Good interpersonal, communication, negotiation and consulting skills.
- Commitment to driving continuous improvement initiatives.
- Demonstrable bookkeeping and financial accounting skills
- Ability to use judgement, analytical or creative and developmental skills to interpret information or situations and to solve varied problems or develop solutions or plans over the medium term.
- Demonstrates excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies when necessary.
- Ability to use literacy, numeracy, and ICT skills to complete a range of complex tasks.

Level B (in addition to level A criteria)

- Demonstrability ability to use judgement and creativity to assess situations and solve varied problems and/or develop short and long term plans to a good standard.
- Ability to deal with high levels of work-related pressure for example from deadlines, interruptions, or conflicting demands.
- Ability to effectively prioritise and time manage own work to ensure important and high priority work areas are completed to precision.
- Ability to work independently within defined procedures, and work outside of procedures, making decisions

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and seeking guidance where required.

- Highly developed advisory, counselling, negotiating or persuasive skills, or advocacy, in order to convince others to adopt courses of action they might not otherwise wish to take
- Ability to coordinate or train other employees providing direction, monitoring progress, and empowering them to achieve objectives.

Level C (in addition to levels A and B)

- Ability to collaborate effectively with departments to align strategies with broader business objectives, facilitate cross-functional initiatives, and drive organisational success.
- Demonstrable highly developed interpersonal mediation skills in order to develop individual plans working with the most complex individuals and their families
- Ability to present key facts and information to Senior Management within the council and provide a detailed rationale for actions taken.
- Ability to review intelligence on service providers and make an informed decision on next steps
- Demonstrate the ability to put into practice and the ability to speak with confidence and authority to lead negotiation, problem solving with stakeholders and colleagues.