

MPR4	Job Title: Self Directed Support Coordinator	
Duties: - 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, 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.		
Sector Specific framework: <i>Please provide link to national/sector specific framework if this applies</i>		
Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Required for this level	In addition to level A	In addition to levels A and B
<u>Qualifications</u> A minimum of 5 GCSEs (grades 4-9) or equivalent level 2 qualification, including Maths and English	<u>Qualifications</u>	<u>Qualifications</u> Evidence of continuous professional development.
<u>Evidence requirements:</u> Certificates provided during recruitment.	<u>Evidence requirements to progress to level B:</u>	<u>Evidence requirements to progress to level C:</u> Evidence of continuous professional development increasing skills, knowledge and behaviours for the role logged by individual with statement from manager evidencing stretch.
<u>Knowledge</u> - 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.	<u>Knowledge</u> - A sound understanding of employment 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, Mental Capacity Act and Direct Payment legislation, policies and procedures 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.	<u>Knowledge</u> - Ability to apply procedural and policy knowledge in relation to personalisation and direct payments and can turn theory into practical solutions to a good standard. - Ability to keep up to date with changes in employment legislation.

<u>Evidence requirements (knowledge):</u> • Describe your understanding of legislation that underpins Children's, SEND and Adults Health and Social Care, Direct Payments, employment law, health and safety and contract law. • Describe your understanding of safeguarding vulnerable adults and the steps you would take to address concerns. • Describe your understanding of equality, diversity and inclusion and provide a practical example to demonstrate your understanding.	<u>Evidence requirements (knowledge):</u> • Provide 2 management observations where you have supported individuals to understand the employment requirements in relation to engaging personal assistants. • Provide a portfolio of evidence that demonstrates your knowledge and extensive understanding of applying the principles of safeguarding children and vulnerable adults, equality and diversity, data protection and confidentiality when recruiting PAs. • Provide 2 examples to demonstrate your in-depth understanding and consistent application of the Care Act 2014, the Mental Capacity Act 2005, and Direct Payments legislation. This includes interpreting statutory duties and implementing these effectively within the scope of your role. • Explain how you have identified and assessed the risk, and how this has been monitored through providing a practice example in Mosaic of when you have considered the appropriateness and use of direct payments and employment of personal assistants. • Knowledge of the commissioned and community resources available in the area that direct payment users can purchase or access evidenced through discussion. • Provide 2 examples of where you have shared knowledge regarding national strategies or policy changes with the team on personalisation following your active participation at national forums.	<u>Evidence requirements (knowledge):</u> • Provide 3 examples of where you have turned your procedural and policy knowledge of personalisation and direct payments into providing practical solutions • Provide 3 practical examples of how you stay informed about changes in employment legislation, and how you share this knowledge with your team and Direct Payment employers.
<u>Experience</u> • Experience of working with vulnerable people. • 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.	<u>Experience</u> • Experience of Inter Agency working with broad range of statutory organisations, external agencies community and voluntary organisations to promote personalisation. • Experience of providing advice and guidance to individuals on employment related matters. • Experience of proactively keeping abreast of developments in the field of social care, SEND, personalisation, employment law and contract law and micro commissioning.	<u>Experience</u> • Extensive experience of taking initiative in various situations. • Experience of identifying own development needs and working with others to share best practice and new knowledge. • Proven track record of meeting challenging targets, clear goal setting, strives to attain them by motivating team and is not deterred by challenges. • Experience of reviewing and updating procedures in respect of any changes relating to employment legislation. • Experience of taking responsibility for a caseload of complex cases managing conflict and risk and exercising professional autonomy and judgement.
<u>Evidence requirements (experience):</u> • Provide a summary of your experience of working with vulnerable people. • Provide an example where you have engaged with internal and external stakeholders to build and maintain relationships.	<u>Evidence requirements (experience):</u> <i>Minimum of 12 months experience at level 4A for career progression applications, evidenced by HR records and/or performance appraisal documents.</i>	<u>Evidence requirements (experience):</u> <i>Minimum of 24 months experience at level 4B for career progression applications, evidenced by HR records and/or performance appraisal documents.</i>

• Provide an example where you have worked collaboratively to achieve team and service plan objectives. • Provide a range of examples to demonstrate your experience developing support plans, writing reports, letters and presentations.	• Provide 2 examples showcasing your participation in multi-agency meetings where you have promoted personalisation. • Provide 2 examples where you have provided advice and guidance to individuals on employing personal assistants, right to work checks and safer recruitment. • Provide 2 examples where you have attended webinars and undertaken your own research to keep up to date with developments in the field of social care SEND personalisation, employment law, contract law and micro commissioning.	• Provide 3 examples where you have identified a need or opportunity, taken proactive steps to address the problem, led or influenced change and achieved a positive outcome. • Provide 3 examples of attendance at training, webinar and other learning events to also include: a) how you have embedded the learning and improved your own practice b) how you have shared information and new knowledge with others to broaden their knowledge. • Provide 3 examples where you have demonstrated your ability to meet challenging targets, set clear goals and motivate your team e.g. successfully increasing direct payment uptake, achieving individual milestones, fostering a culture of accountability and motivation. • Provide 3 examples of where you have updated procedures in respect of changes relating to employment legislation. • Provide 3 case examples that demonstrate your ability to manage complex cases and resolve challenges effectively. These may include but are not limited to mental health, suitable person managed, DP with complex care provided by a team of staff.
<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook. • Ability to drive • Ability to pay attention to detail when preparing budget calculations, preparing reports, and conducting data analysis. • Good interpersonal and communication skills. • Demonstrable financial skills. • Ability to use judgement, analytical or creative and developmental skills. • 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.	<u>Skills</u> • Ability to deal with high levels of work-related pressure and prioritise own work for example from deadlines, interruptions, or conflicting demands. • Ability to ensure important and high priority work areas are completed with precision. • Ability to work independently within defined procedures, and work outside of procedures, making decisions and seeking guidance where required. • Highly developed advisory, counselling, negotiating or persuasive skills, or advocacy, to convince others to adopt courses of action they might not otherwise wish to take • Ability to interpret information or situations and to solve varied problems or develop solutions or plans over the medium term. • Ability to complete a range of competing complex tasks in relation to personalisation and Direct Payments	<u>Skills</u> • 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 and mediation skills to develop individual plans working with the most complex individuals and their families. • Ability to clearly present key facts and information to Senior Management within the council. • Ability to review intelligence on service providers and make an informed decision on next steps. • Ability to speak with confidence and authority to lead negotiations, and problem solving with stakeholders and colleagues.
<u>Evidence requirements (skills):</u> • Competent user of ICT software packages, e.g. Able to use Outlook, write letters, emails, spreadsheets, reports and put together a presentation on PowerPoint, evidenced through application, and interview questions. • Full UK driving licence – copy obtained as part of recruitment compliance. • Describe the steps you take to ensure you undertake accurate financial information.	<u>Evidence requirements (skills):</u> • Provide 2 examples of supervision and performance records and mosaic records that demonstrate how you deal with high levels of work-related pressure and prioritise own work. Include what tools or methods you use to help you manage your workload. • Provide 2 examples of high priority case work you have successfully completed, which were recognised by your manager for being delivered to a high standard within the	<u>Evidence requirements (skills):</u> • Provide 3 examples where you have aligned strategies with broader business objectives and/or facilitated cross-functional initiatives to drive organisational success. • Provide 3 examples of complex ‘My plans’ you have coproduced with individuals and their families that highlight your advanced interpersonal and mediation skills.

• Provide examples to demonstrate well developed communication skills, written and verbal, including ability to convey information to individuals and the team • Provide a range of examples to demonstrate your financial skills. • Provide an example where you have used your own judgement, analytical and creative skills to solve a problem. • Provide an example where you have considered adapting services to meet customer needs, including at least 1 example of working with other agencies.	required timescale. • Provide 2 case examples, for each, to demonstrate where you have: a) worked independently, within defined procedures b) sought guidance to address issues outside of your competency and include reflection and learnings • Provide 2 examples demonstrating where you used highly developed advisory, counselling, negotiating or advocacy skills to influence others to adopt a course of action they might not have otherwise taken. • Provide 2 examples where you have had to interpret information to develop solutions over the medium term e.g. 6-12 months. • Provide a range of examples demonstrating your ability to complete a range of complex and competing tasks in relation to personalisation and direct payments.	• Provide 3 examples where you have clearly presented facts and information to senior managers and or panels. Include the outcome in your examples. • Provide examples of situations where you have raised concerns with the Quality and Assurance team, based on intelligence you gathered. • Provide 2 examples demonstrating where you have led on negotiations and worked collaboratively with stakeholders and colleagues to resolve problems.
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