



Job title:	Coordinator
Job family:	Direct Services
Reports to:	Service Manager/Lead Coordinator
Management of:	None

The Coordinators will enable individuals to achieve their goals. The Coordinator is responsible for managing the progression and support of the individual in line with set standards, contract and timescale requirements.

The key roles for Coordinator are:

- Team player
- Achieving targets
- Planner & recorder
- Networking and Marketing
- Caseworker

Team player

Takes responsibility for their own performance under the leadership and guidance from their manager and is expected to work effectively with their fellow team members and with other Mencap teams so we can deliver the best service to the people we support

KPI's:

- Positive and enthusiastic about working for Mencap, and demonstrates true commitment to the work they do
- Has an active and positive contribution to the team by providing good ideas and solutions for team action plans to improve the performance of the service
- Makes the effort to be a good colleague by getting on with people at work
- Demonstrates commitment and reliability to team and service through good attendance and time keeping
- Has an accountability for their own performance and self-development and strives to develop so can evidence how this has moved on against the KPI's

What matters to me standards:

- People who work with me

Ways in which you might show or measure this?

- Things people say about you, colleagues, families, stakeholders etc
- Flexibility, such as covering and sharing duties to achieve team targets
- How you have contributed to the team action plan?
- Observations by your Manager, such as in team meetings
- Continuous Professional Development plan, known as CPD, including training records

Achieving targets

You will be responsible for achieving targets through supporting individuals to progress with required timescales. They will be responsible for ensuring that individuals develop the skills to be to achieve the outcomes required.

KPI's:

- Ensures individual targets and outcomes are met in line with contractual, individual and internal requirements
- Will be responsible for ensuring the progression and support of the individual through the agreed delivery model in line with contract and timescale requirements
- Leads on case conferencing to drive forward the progression and achievement of all individuals supported

What matters to me standards:

- Getting my support right
- Helping me to achieve

Ways in which you might show or measure this?

- Demonstrate the achievement of job outcomes in line with contractual and Mencap requirements.
- Showing evidence through case conferencing notes and records
- Evidence that activities are reviewed
- Evidence that individual plans are reviewed

Planner and recorder

To plan, deliver, review and record progressive person centred packages of support for individuals within timescales and set targets. You will ensure quality compliance is adhered in line with regulatory, contractual and internal policies and procedures.

KPI's:

- Undertake individual assessments and reviews to update the plan
- Actively engages and involves people in the development of plans and records that relate to them
- When required to complete paperwork uses all appropriate forms, tools and resources and completes them carefully and correctly and at the right time
- Prepares, attends and has an active involvement in every Shape Your Future meeting and appraisal

What matters to me standards:

- Getting my support right
- Helping me to achieve
- My paperwork

Ways in which you might show or measure this?

- Updates a SMART plan for individuals that sets out the steps within agreed timescales
- Can evidence clear, concise and accurate records

Marketing and Networking

You will work effectively with a range of contacts both internally and externally, conducting themselves in a professional way, positively representing Mencap. You will be expected to carry out a range of marketing activities to support the achievement of set targets and outcomes.

KPIs:

- Can evidence effective relationships with external stakeholders
- Works professionally and effectively with others to ensure we achieve the best outcomes for each person we support and can describe what this means for people
- Promotes Mencap's services to commissioners, care managers and other providers to generate additional referrals and funding

What matters to me standards:

- People who work with me
- Helping me to achieve

Ways in which you might show or measure this?

- Generates paid employment vacancies with employers through marketing and promotion of Mencap services
- Evidence of employer contact and can demonstrate increased number of opportunities

- Timely responses to requests from stakeholders to maintain and build good relationships

Caseworker

You will provide high quality support that enable individuals to achieve their outcomes. You will be accountable for case load records within agreed requirements and timescales.

KPIs:

- Will ensure that individuals are supported towards achieving their identified goals and that any barriers are promptly identified and resolved
- Will monitor, review and implement actions identified through effective case conferencing
- Helps people to understand risks that may affect them and supports them to manage these risks
- Reflective and honest about own performance and being realistic about what can be achieved

What matters to me standards:

- Getting my support right
- Helping me to make choices
- Helping me to achieve
- Feeling safe, taking responsibility

Ways in which you might show or measure this?

- Following managing risks with individuals process
- Demonstrate safe working practices for example through health and safety checks
- Can evidence effective reliable judgement in reporting and seeking advice, guidance and support from Line Manager in complex issues
- Work within the remit of their role at all times and be clear to their client when support is not appropriate.



Person Specification

This section outlines the things you will need to be able to demonstrate to be a successful Support Worker. We expect that people will work to Mencap's values in everything we do.

- **Being people centred**
- **Empowering, including and respecting all people**
- **Challenging wrong ways of thinking about learning disability**
- **Transforming lives**
- **Being brave and developing new ideas**

Behaviours you will need

Essential/desirable

Positive about working for Mencap	E
Works well with all of their colleagues	E
Interest and curiosity about people	E
Takes responsibility for their own development	E
Honesty about own performance	E

Experience you will have

Essential/desirable

Experience of supporting people	E
Experience of delivering to service contracts	E
Experience of risk management	D
Experience of case conference	D
Experience of stakeholder feedback	D

Knowledge you will have gained

Knowledge of sector	D
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