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| Job Title | Team Coordinator (Supported Living Services) |
| **Date Prepared** | March 2024 |
| **Reports To** | Director Supported Living Services |
| **Roles Reporting** | Team Leaders and in some cases Support Staff |
| **Key Relationships & Interactions** | Internal All staff and service users External Families, employers, training bodies, local community members, clinical support services, HSE, HIQA |
| **Terms & Conditions** | The role arises as a strategic initiative in reviewing and restructuring organisational structures and functions - to ensure that we have best configured our  resources to support the achievement of service users’ goals and face the challenges of the future.   * Salary €tbc * On call as per rostered system |
| Job Overview | WALK supported living services are delivered across a number of geographical locations in Dublin and Kildare are comprised of a number of models of support. Within that spectrum there are shared living and individual living arrangements, 24/7 staff present supports and non sleepover staffing rosters.  Additionally there are services that are registered under HIQA and those that fall outside that registration and inspection criteria.  The Team Co-ordinator is responsible for the leadership, management and co-ordination of a small number of those mixed models of support. It is a key role within the leadership structure of the organisation and in ensuring person centred approaches are inherent in the thinking and practice of staff and in the provision of and where necessary the reform of models of support.  As such the position holder will be expected to operate with low levels of supervision and in a consultative manner with their line manager when key decisions are being made. The person will work collaboratively with the Director of Supported Living Services and Team Co-ordinator colleagues in the evolution of support service responses facilitate people supported in having a good life of their chosing.  This post is one of six Team Co-Ordinator roles in supported living services who report directly to the Director of Supported Living Services. There is a group of Team Leaders who work locally and report to the Team Co-ordinator. Team Coordinators are key drivers and champions in the organisations efforts to ensure people supported have the best possible life. In the course of championing such change the Team Cordinators are central communicators with all stakeholders.  Included in the areas of responsibility for this role are ;   * An ability to identify and align stakeholders with the values and vision of the organisation * ensuring that team leaders and teams under their direction, are effective and efficient in delivering supports as identified through person-centred service design * provide clarity on where barriers or challenges exist to the realization of the outcomes and support stakeholders in identifying solutions to the challenges that arise * Direct management and co-ordination of effective service delivery * Management of processes related to supporting individuals and families * support stakeholders in identifying solutions to the challenges that arise. * Guide services in a manner that supports a model of best practices and promote initiatives for service developments * Plan and review all staffing requirements on a regular basis * Ensure effective and efficient service delivery through team planning and the monitoring of Key Performance Indicators * Ensure all relevant organisational policies, processes, procedures and quality assurances are implemented and adhered to   The person will participate in the provision of on call service and guide staff responses to events arising when direct line management is not available. |
| Principle Duties and Responsibilities | **Key Responsibilities include ;**  **1: There is demonstrated effective leadership**   * Motivated, skilled teams exist and are effective in realising service user goals in keeping with the values and vision of WALK * Teams are supported to effectively work with people Walk support to develop their skills, image, competence and positive contribution in and to their community * There is understanding within teams of the connectivity between organisations operational and quality assurance systems and person centred practice and culture.   **2. There is evidenced delivery of key outcomes**   * Ensuring individual staff and teams are supporting people supported by WALK to identify their individual goals and achieve their valued outcomes. * Working with staff teams to ensure they build meaningful and supportive connections with the people WALK support, their families and community through a range of interests and access to community activities, venues and services * Supporting WALK staff to develop and realise their capacity to be effective in supporting meaningful life outcomes   **3. there is championing of low arousal, rights based practice**   * Ensuring individual staff and teams are behaving in a manner   consistent with the appropriate level of the organisations Competency Framework   * Working with WALK staff to ensure their alignment to the values and vision of WALK is translated to and evident in their behaviours and practice. * Ensuring that staff are recognised for good practice and that poor practice is challenged up to and including use of the formal disciplinary procedure  1. **People supported have models of support that are optimal to meeting their needs and achieving meaningful, self determined socially inclusive lives**  * Leading and facilitating planning with support teams that facilitates each individual and their support networks to have effective, individualized self determined support arrangements * A process of engagement with stakeholders leads to identification of resource, safeguarding, transition and implementation strategies which support optimization of lifestyle choices |
| **Key Outcomes** | 1. Supports champion the person’s right to experience a meaningful life and are in alignment with the expectations expressed by individuals 2. positive relationships with individuals and their families are evident across the support mechanisms provided. 3. Each person has a Person Centred plan and that Person Centred plans, records and actions are up to date. In that process there is an identification of social roles and activities which are representative of the persons goals and enhance his/her contribution and active citizenship within their community of choice and an action plan is established and implemented to support the persons attain those roles. 4. each service users’ Natural Support Network is sufficiently developed to support them to maximize their opportunities for independence and to achieve their desired outcomes in the areas of employment, education/training and the development of the Personal Self. 5. supervision and mentoring to Team Leaders is provided which ensures supports are working effectively. Performance Reviews, coaching and supervision meetings with staff in all locations demonstrate objectives aligned with WALK Strategic and Operational Plans and the goals, will and preferences of people supported are achieved and are measured by the presence of key performance indicators. 6. Organisational systems including Incident, Safeguarding and Risk Assessment are followed to mitigate risk and support Service Users in their life choices. 7. Effective financial planning and budget variance analysis ensure both compliance with annual budget allocation as well as identified resource challenges and opportunities in addressing changing needs and associated areas of reform. 8. There is an effective review and enhancement plan for the local support service with subsequent implementation and co-ordination of recommended and approved improvement initiatives. 9. A clinical framework and associated support plan exists for the persons supported under your remit. This leads to reduced risk probability that is accepted by WALK and the HSE. It additionally results in quality of life and wellbeing improvements evidenced by impact measurement data. 10. Implementation of high performance related initiatives with teams under your remit demonstrates enhanced, collaborative, innovative high team performance which is effective in achieving identified outcomes for people supported. 11. Performance Reviews, coaching and supervision meetings with staff in all locations demonstrate objectives aligned with WALK Strategic and Operational Plans and the goals, will and preferences of people supported are achieved and are measured by the presence of key performance indicators. 12. There is an effective review and enhancement plan for the system of relief management with subsequent implementation and co-ordination of recommended and approved improvement initiatives. 13. Effective financial planning and budget variance analysis ensure both compliance with annual budget allocation as well as identified resource challenges and opportunities in addressing changing needs and associated areas of reform. 14. All areas under your remit meet regulatory and quality assurance accreditation compliance standards 15. You oversee and implement crisis planning and address challenging situations effectively |
| **Essential Criteria – to be assessed by CV** | * A relevant third level qualification in social care or related field * A minimum of three years experience leading teams in the social care sector * Demonstrated ability to support people with complex needs in community settings |
| **Desirable Criteria - to be assessed by CV** | * Management Qualification * Experience supporting adults with intellectual disabilities * Experience working with person centred quality systems such as POMS, CQL. PQASSO. * Have experience of Coaching and Mentoring staff, and encouraging problem solving behavior in teams * Have experience of managing stakeholder relationships, to maximize meaningful opportunities available to the people we support |
| **Competencies – to be assessed at interview** | * Human Rights Based Person Centred Approach * Low Arousal Philosophy & Practice * Resilience, Positive Attitude & Openness to Change * Effective Communication & Working Relationships * Planning, Organising & Prioritising * Innovation, Creativity & Problem Solving |
| **Personal Competencies - to be assessed at interview and by** | * Excellent communication skills with proven ability to develop positive relationships with a variety of stakeholders * Demonstrated understanding of a human rights based approach to supporting people with disabilities * Demonstrated conflict management skills with the ability to challenge poor performance * Strong understanding and track record in building social capital and achieving socially valued roles for people with intellectual disabilities * Strong leadership background with a track record of achievement in leading teams in the social care sector * Excellent managerial judgment * Ability to build and maintain effective teams * High level of critical reasoning ability (verbal, numerical and conceptual) * Values in line with the organisations * Track record in planning and organising in complex environments * Demonstrated focus on achieving outcomes * High level of creativity and innovation in problem solving * Proven record of resilience and person centred focus * Demonstrates ability to plan, organise, & prioritise own work * Establishes & maintains effective working relationships & fosters cooperation & teamwork. * Exercises independent judgment * Demonstrates tact & diplomacy in representing the organisation. |

This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in the light of changing circumstances and may include other duties and responsibilities, as may be determined from time to time.