



## Role Profile

Job Title

**Day Services Coordinator**

Salary range

Contract

FTC/Permanent

Main location

Portland College

Hours and basis

37.5 hours per week, Monday to Friday

Reports to

Deputy Day Services Manager

Date of issue

January 2025

### Why Portland College needs this role

Portland Day Services supports people with disabilities to have a meaningful day, based on our Mansfield campus and from community locations, including our hub sites. We need caring and compassionate people, who can show commitment to these positive values and deliver safe care with energy and enthusiasm. As a Day Service Coordinator, you will assist in coordinating daily service operations.

Our Day Service is built around 6 Key Performance Indicators (KPIs). These are things we strive to achieve for all individuals that access the Day Service.

- Social inclusion (this includes being safe)
- Gaining and maintaining independence
- Positive physical and mental health and wellbeing
- Meaningful engagement, including the achievement of life goals
- Support to move onto other services where appropriate (transition)
- Involvement of the citizen, families / carers and other professionals in care & support planning and service delivery

### What you will be doing

#### Care and Support

- To monitor the well-being and safety of citizens and escalate and report any concerns / inadequacies in care provision in a timely way
- To ensure all citizens have an accurate plan of care in place that is updated regularly within agreed timeframes
- To ensure all citizens are engaged in meaningful activities during their time in the service
- To ensure all citizens have personalised goals in place that are reviewed regularly within agreed timeframes
- To ensure that the Mental Capacity Act is embedded within the service delivery and that citizens' rights and choices are promoted at all times
- To plan and facilitate citizen 'case conference' meetings where appropriate to help achieve consistent support across the service and team

#### Staff Management and Supervision

- Direct line management of a designated staff caseload of Care Support Workers
- Complete IPR / supervision / probation review schedule for designated staff caseload
- Complete managerial tasks as through the 'My HR' system for designated staff caseload
- Complete other required managerial tasks for own staff caseload i.e. absence management process, capability process
- To contribute as required to monthly quality assurance schedule to improve the quality

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of provision and ensure service compliance. This includes regular observations of staff practice in key areas i.e. following the citizens agreed plans of care

- To coordinate the delivery of care and support across the day, allocating staff as required to support safe and effective service delivery
- To ensure day services staff are delivering the agreed programme of activities to provide a range of opportunities to citizens to develop skills and gain new experiences
- To provide coaching, guidance and advice to Care Support Workers on all aspects of service delivery through practice observation / supervisory processes

### Record Keeping

- To maintain and monitor daily care records within the service, ensuring these are accurate completed to expected standards
- Delivery of a daily 'handover' to Care Support Workers, ensuring essential information is shared in a timely way
- To complete and update the citizen's plan of care in line with college policies and procedures and departmental guidelines
- To write reports where appropriate to a range of internal and external stakeholders
- To attend and effectively contribute to citizen reviews (internal and external) where appropriate

### Health & Safety

- To monitor the Health & Safety of the day services environment and report any escalate any concerns in a timely way
- To monitor citizen mobility and promote citizens to be as self-managing as possible
- To actively contribute to the management of citizen behaviour support, including full review of incident reports and de-briefs
- Fulfil Named Safeguarding Professional responsibilities to safeguard those who may be at risk at all times
- To ensure safeguarding and MCA 2005 are embedded within the service delivery at all times and that learners/citizens' rights and choices are promoted at all times

### Key results we want to see from this role (Direction and Pressure of Work)

- Positive feedback from learners/citizens, parents/carers, other stakeholders and team members about the services and care and support you have responsibility for coordinating
- Progression of citizens accessing Day Services through skills development and achieving identified goals / personal outcomes
- Safe delivery of services to ensure the wellbeing of all citizens is achieved at all times
- High quality activity provision in place ensuring all citizens are engaged in meaningful activities at all times

### Dimensions of the role (Managerial & supervisory and accountability)

- You will be coordinating a team of highly motivated care support staff and will work flexibly across the service to ensure the seamless delivery of person-centred support
- You will work flexibly to help meet all operational aspects of the service



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- You will work flexible hours on occasion to support citizens with planned activities
- You will drive continuous quality improvement within the day service provision and ensuring delivery high standards of quality care
- You will positively represent and be an ambassador for the day services department with all stakeholders in internal and external contexts. Therefore, you will demonstrate professionalism credibility at all times

### Key work relationships

- To work in collaboration and under guidance and direction of the Day Services Manager & Deputy Day Services Manager, Senior Management Team, Designated Safeguarding Team
- To liaise and sustain positive working relationships with relevant internal and external professionals to ensure that health and care needs of the citizens are met, i.e. Tutors, Social Workers, Therapies Teams etc
- Promote and maintain all aspects of good teamwork in the Day Services and take personal responsibility towards ensuring team's healthy functioning
- Participate in the agreed system of appraisal and own performance review
- Be fully committed to your own continuous professional development (CPD), undertaking development opportunities as required for the role

### Working Environment and working patterns

The role will generally involve working 8.30am to 4.30pm, Monday – Friday. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service. This may include working early mornings, evenings, weekends, and bank holidays when required.

The role is primarily based on the Portland campus in the Limes day centre building. However, you will also be expected to work across all current Day Service community hub sites as required and from other community locations when required.

### Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff.

Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.

### Other Duties & Responsibilities

- To attend work with a professional, clean and smart personal appearance, adhering to departmental uniform guidelines
- Such other duties as the management may from time to time reasonably require
- Delivery of staff training across all departments in the organisation
- Support planned recruitment activity in the service as and when required
- To be trained in administration of medication and enteral feeding, fulfilling these



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responsibilities in the service and working in line with College policies and procedures

- To undertake and regularly update training to safely administer epilepsy rescue medication (Buccal Midazolam) and safe use of Vagal Nerve Stimulator (VNS)
- To attend regular training to update skills in health and social care and staff performance management

The above role profile is not all encompassing and is subject to regular review.

\_\_\_\_\_  
**Signature of post holder**

\_\_\_\_\_  
**Date**

I have read and accept the duties and responsibilities outlined in this role profile.