

## JOB SUMMARY

|                     |  |                  |    |                                |    |                         |      |
|---------------------|--|------------------|----|--------------------------------|----|-------------------------|------|
| <b>Post Title</b>   | Response Co-ordinator  |                  |    |                                |    |                         |      |
| <b>Job Family</b>   | <i>Service Delivery</i>  | <b>Pay Range</b> | 06 | <b>Line Manager to others?</b> | No | <b>Role profile ref</b> | SD06 |
| <b>Service Area</b> | Adult Social Care & Housing Needs – Community Re-ablement & Outreach |                  |    |                                |    |                         |      |
| <b>Line Manager</b> | Assistant Manager  |                  |    |                                |    |                         |      |
| <b>Location</b>     | Island Wide with an office base at Sandown                           |                  |    |                                |    |                         |      |

### Job Purpose

To plan and implement the work schedule of a large number of community support workers who visit the people we support in their own homes.

To provide a full administrative service within the office, dealing with telephone calls from a range of people and ensuring that good communication is applied within the service for the benefit of the people we support.

To undertake direct care duties to the people we support, as required.

### Job Context

- To plan and implement the work of other using electronic rostering or the use of Excel Spreadsheets to ensure that every person we support has the correct level of support that has been prescribed
- To give and receive feedback from and to a wide range of people, to ensure good outcomes for the people we support
- To ensure that the service is fully utilised, and all referrals are dealt with in a timely and professional way, maximising capacity and supporting as many people as possible in a safe and effective way
- To work as part of a team, responding effectively to the needs of the service and ensuring good outcomes for the people we support

### Knowledge, Skills and Experience

| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column) | <b>Essential</b> | <b>Desirable</b> |
|--|--|------------------|------------------|
| Reliable, responsible.   |  | X                |                  |
| Self-motivated with the ability to work to targets / deadlines.  |  | X                |                  |
| Awareness and understanding of the customer's / businesses' needs.   |  | X                |                  |
| Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues. |  | X                |                  |
| Safe and competent use of relevant equipment / tools.  |  | X                |                  |
| Knowledge of relevant health and safety procedures.  |  | X                |                  |
| Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.          |  | X                |                  |
| Ability to explain technical / legislative information with clarity and patience.                                    |  | X                |                  |
| Ability to follow routines, carry out set plans, record and monitor information accurately.                          |  | X                |                  |
| Literate and numerate.   |  | X                |                  |
| Practical knowledge of ICT systems.  |  | X                |                  |
| Able to maintain accurate records as and when required.  |  | X                |                  |

### Qualifications

| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column) | <b>Essential</b> | <b>Desirable</b> |
|--|--|------------------|------------------|
| May require relevant certifications including evidence of fluency in English language. |  |                  | X                |

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|  |  |          |          |
|--|--|----------|----------|
| GCSE level qualifications or equivalent experience   |  |          | <b>X</b> |
| Willingness to undertake continuing professional development relevant to the role and as directed.   |  | <b>X</b> |          |
| <b>Other Requirements</b>  |  |          |          |
| <p>The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally and competently at all times.</p> <p>The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health &amp; safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.</p> <p>All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.</p> <p>All post holders must have the ability to meet the travel requirements of the role and have a full UK driving license.</p> |  |          |          |
| <b>Organisation Structure:</b> <ul style="list-style-type: none"> <li>• <b>Director of Adult Social Care &amp; Housing / Assistant Director</b></li> <li>• <b>Service Manager / Nominated Individual</b></li> <li>• <b>Registered Manager</b></li> <li>• <b>Assistant Manager</b></li> <li>• <b>Re-ablement Leader</b></li> <li>• <b>Response Co-ordinator (RCT)</b></li> <li>• <b>Community Support Worker</b></li> </ul>   |  |          |          |