

**Job Profile**

Role Project Co-ordinator

Reports to Project Manager

Reports Personal Assistants

Hours Up to Full time

**Job Purpose**

To ensure the safe, effective and personalised co-ordination of a group of Supported Living projects, by leading the team to ensure all compliance and support plan responsibilities are met on a day to day basis.

**Accountabilities**

1. To work under the leadership of the Project Manager to ensure that the service is delivered in a safe and personalised way
2. To lead the team with enthusiasm and professionalism, being an excellent role model and demonstrating the value of personal authenticity and taking responsibility for actions.
3. To model Supported Living best practice support of service users and to ensure that the team adhere to the Trust’s commitments relating to personalisation, including involving service users in designing their service and in staff recruitment and learning.
4. To work constructively with the Project Manager to ensure appropriate use of budgets whilst meeting CQC/Supporting People and other externally required responsibilities.
5. To ensure that the team is appropriately led for the project to meet Trust policies, procedures and standards.
6. To work professionally and diligently to ensure operational capacity is fulfilled, with referrals sought or responded to as a priority.
7. To ensure that relationships with people supported, families, carers and other external stakeholders are positive and supported through effective and professional communication.
8. To ensure staff performance is appropriately managed and to work with colleagues across the Trust to ensure your own development is continuous.
9. To ensure that your direct or indirect communication with and support of your team is appropriate in terms of content, quality and frequency to enable them to deliver a consistently excellent and professional service.
10. To model service commitment and flexibility so that your team understand their own responsibilities and commitments to service delivery and to ensure rotas are planned in a way that supports service continuity and consistency.

**Other**

*Special demands. This should include any extraordinary conditions applicable to the job (for example, heavy lifting,*

*exposure to temperature extremes, prolonged standing, or travel, shifts). –*

**Key results area/measures for the role**

*The following areas are measured by a variety of methods such as feedback from Managers,*

*service users, delivery of personal objectives by the individual via the performance management system*

*and results from Operations KPIs.*

1. The project is a safe and supportive place to live and work, where individuality is valued and respected, dignity safeguarded and all compliance requirements met.

2. People supported understand and it can be demonstrated that they play a meaningful role in the delivery of their support; their choices and opinions are respected, they are treated with dignity and their individuality is respected.

3. The team is well-led, understand what is required of them in their specific roles; their performance and development is regularly monitored and service delivery is optimised through regular, meaningful team meetings. Project budgets are well-managed.

4. Your collegiate and professional work with Trust colleagues models a constructive way of working and a commitment to continuous improvement for yourself and your team.

5. The morale and wellbeing of your team and colleagues is promoted and actively supported. A healthy, supportive and pro-active attitude is fostered and modelled to internal and external customers at all times.

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable/Ideal** |
| **Qualifications** | Educated to GCSE Level A-C or equivalent in Maths and English and at least 3 other academic subjects. |  |
| **Skills** | Ability to communicate effectively with staff, service users and a range of stakeholders.Able to build productive working relationships and partnerships.Effective time management and work prioritisation and the ability to work well with competing demands on time.Willingness to be flexible, adaptable and positively responsive to change and ability to work pro-actively and evidence creative thinkingAbility to provide effective communication, motivation and support to staff.Ability to identify issues and develop a logical and clear approach to problem solving, with the ability to resolve conflict using own judgement.Mentoring /coaching skills and the ability to provide a positive and professional role model to other staff.Ability to present clear, professional materials to suit different audiences, paying attention to detailAbility to work on own initiative as leader of and part of a team and be self-motivatedPro-active and creative thinking.Be IT literate and familiar with packages such as Microsoft Word, Outlook and Excel. |  |
| **Experience** | Some experience of effective and prudent budget managementOf being able to identify issues and develop a logical and clear approach to problem solving, with the ability to resolve conflict using own judgement | Evidence of experience of working with people within the relevant service user group.Experience of managing a team and supporting service users.  |
| **Other** | Commitment to delivering a high quality service and to support the aims of the Trust.Willingness to be flexible, adaptable and responsive to change | Full Driving Licence and access to transport for work |