

Shared Lives Coordinator (Cornwall)

Applicant Information Pack





A warm welcome from SLSW

Hello,

Firstly, thank you for your interest in joining Shared Lives South West as a Shared Lives Coordinator as part of our Cornwall team.

Our focus is to provide people with high quality, person-centred support and that happens each and every day thanks to our incredible SLSW Carers and our committed staff team.

Since our humble beginnings in 2004, we have achieved many great things and have grown and evolved our services over the years. In 2019 we were rated 'Outstanding' by the Care Quality Commission and we are passionate about flying the flag for the care sector. Our staff team, SLSW Carers, people who use our services and volunteers all play vital roles in making SLSW what it is today.

We recognise the benefits of a diverse team and welcome people of all age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socioeconomic background.

So if you are looking to join a team who really put people at the centre of all they do please read on or contact us today.

We look forward to hearing from you,

Laura Maker
People and Culture Leader



About Shared Lives South West

Shared Lives South West recruits, trains and supports individuals and families (Shared Lives Carers) who can offer accommodation and care for adults with care and support needs in their home, enabling the person to share in family life and maintain their independence. This is known as Shared Lives.

Our service supports adults over 18 years of age and occasionally young people in transition into adult services from the age of 16 upwards. We currently support around 310 people on a long-term basis in around 280 shared lives homes and have up to a further 130 people using our short break services. We provide support to people with learning disabilities, people who have a diagnosis of dementia, a physical or sensory disability, mental ill health and parents who have a learning disability with their child. We currently have five contracts from Local Authorities across Cornwall, Devon and Somerset to support our work and a range of project funding totalling around £1.8 million per annum.

You can read more about the activities of Shared Lives South West on our website www.sharedlivesw.org.uk

Shared Lives South West is a registered charity and a not-for-profit company limited by guarantee. We were established in 2004.



Our vision, purpose and our values

Our Vision To be the leading Shared Lives provider in the country.

Our Purpose To make a positive impact on the lives of the people we support.

Our Values Putting **CARE** into everything we do...



Community- Working together with a shared purpose and belonging to achieve common goals.



Autonomy- Empowering people to take ownership and accountability for decision-making.



Resilience- Building the strength and character to embrace change and challenge.



Equity- Giving people what they need to have equal access to opportunities in life.



The SLSW Team

Currently we have a staff team of around 45 people working across SLSW led by CEO Dominic Spayne.

SLSW is made up of the Leadership Team, Shared Lives Coordinators, Funding and Benefits, People and Culture Team, Finance Team and Admin.

Quotes from staff about why they enjoy their role

“

Knowing that I am making a difference.

”

“

I enjoy putting time into how we support people to be their best.

”

“

I love the day to day problem solving and support skills that I can use in my role.

”

“

I help to make our processes as smooth and successful as possible, and keep people informed and included throughout.

”



Job description- Shared Lives Coordinator

Reporting to:	Shared Lives Team Leader
Working closely with:	Other Shared Lives Coordinators Administrators Funding & Benefits teams
Remuneration:	£28,655.43 FTE
Hours:	22.5
Days worked:	Wednesday to Friday, 9am – 5pm
Contract:	Permanent
Based:	Scorrier, Cornwall.

Purpose Statement

To recruit and assess new SLSW Carers, and match them with people who want to live or stay in a Shared Lives arrangement. To support and monitor Shared Lives arrangements.

To develop Shared Lives by actively promoting it through publicity and engaging with local care teams.



Duties include:

Working with SLSW Carers

- To support a caseload of SLSW Carers through telephone contact and home visits, dealing appropriately with any problems that may arise during a Shared Lives arrangement.
- Manage complex problems relating to a SLSW Carer and the person/people they support, including issues that would arise under the umbrella of Safeguarding Adults.
- Support SLSW Carers to meet the requirements of the scheme and the relevant CQC regulatory framework.
- Support the organisation in the delivery of training events, local Shared Lives meetings and social events for carers and supported individuals and consultation opportunities with SLSW Carers and those who use our services.
- Undertake SLSW Carer reviews and Shared Lives plans for the individuals who use our services annually, involving all relevant parties.
- Participate fully in the referral and allocation process.
- Liaise with relevant agencies, family members, supported individuals and potential provider to ensure effective information exchange and communication.



- Support the introductory process and ensure successful matches.
- Maintain records using Shared Lives South West electronic and paper systems.
- Liaise with the Funding & Benefits team regarding the financial aspects of the service including fees and benefit maximisation.
- Undertake full assessments of applicants wishing to become SLSW Carers.
- Document the assessment process and present this to the approval panel.

Liaison with adult social care and other agencies

- Promote Shared Lives services, values and ethos during all contact with other agencies (not least by your professional, efficient and friendly style).
- Maintain good timely communication and relationships with key personnel.
- Respond to external requests to attend meetings.
- Liaise with other professionals and agencies on matters relating to the well-being of those people supported in the Shared Lives setting and the well-being of the care provider.
- Work with other care professionals and agencies on the matching and introductory processes for a new match with a care provider.



Service development

- Promote the services offered by Shared Lives South West through personal calls, posters, leaflet drops, presentations and networking.
- Represent Shared Lives South West at appropriate public meetings and events.
- Make home visits to people interested in being SLSW Carers and those interested in using the service.
- Make contact with carers groups and supported individuals to promote the service.

General duties

- Maintain accurate, timely and concise records.
- Prioritise team meetings and supervision as required, liaising with other team members, in a professional and supportive manner.
- To maintain confidentiality, except where excepted in safeguarding situations, and comply with the confidentiality policy.
- Contribute to the active development of Shared Lives to meet the needs of the organisation.
- Take an active approach to continuous professional development.



- Any other duties as directed by the line manager that may be appropriate to this post.

The above outlines the duties required at this time but is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility entailed.



Person specification

Having the right person in the role is really important to us. If you are interested in applying, but are not sure whether you have all the criteria listed on the person specification, please do get in contact with us.

<p>QUALIFICATIONS</p>	<p>A relevant qualification in Health or Social Care to NVQ Level 3, or equivalent.</p> <p>A good level of general education, including GCSE Grade C or above in Maths and English.</p> <p>A commitment to professional development and willingness to undertake any training or qualifications that support the role.</p>
<p>KNOWLEDGE AND EXPERIENCE</p>	<p>Significant experience of working within a regulated care provider or commissioning authority.</p> <p>Knowledge of and commitment to person-centred approaches to care and support.</p> <p>Sound knowledge of legislation, policy and practice relevant to service for adults with care and support needs e.g CQC, SGA and MCA.</p> <p>An understanding or experience of the Shared Lives model.</p> <p>Knowledge of local authority social care processes.</p> <p>Proven track record of developing strong and effective mutually beneficial internal and external relationships.</p>

SKILLS AND ABILITIES	<p>Excellent interpersonal skills; can easily build rapport and credibility, influencing and persuading others diplomatically.</p> <p>Conflict resolution skills.</p> <p>Team working skills.</p> <p>Good written and verbal communication skills; can tailor communication for different audiences and circumstances, contribute effectively in meetings and represent the organisation externally.</p> <p>A high degree of emotional intelligence, displaying self-awareness, empathy and listening skills.</p> <p>Able to work autonomously, multi-task and prioritise workload with regular supervision.</p> <p>Confidently use Microsoft Office or similar software.</p>
PERSONAL ATTRIBUTES	<p>Cares deeply about people and is passionate about helping others to achieve their potential.</p> <p>Displays enthusiasm and vision to develop the role and is committed to improving the organisation.</p> <p>Highly motivated; strives for excellence in everything they do.</p> <p>Positive, energetic, solution-focused and comfortable challenging the status quo.</p> <p>Calm under pressure, flexible, resourceful and resilient.</p> <p>Confident and assertive; able to advise and coach.</p>
OTHER REQUIREMENTS	<p>Full driving licence and able to travel according to the needs of the role.</p> <p>Commitment to non-judgmental and anti-discriminatory practice.</p>



If I join Shared Lives South West as part of the team what can I expect?

You will be joining an enthusiastic and committed team of staff who are passionate about Shared Lives as a care model.

Shared Lives South West offers a rewarding role that enriches the lives of the people we support, a positive and supportive team environment and clearly defined salary progression, 25 days annual leave (plus bank holidays), which increases after two years.

Staff also have training and development opportunities.

We have a transparent pay structure with grades, ranges and progression and are committed to listening, engagement and communication. We hold staff events, forums and create surveys to gain valuable feedback from our staff team.

This is a permanent post and would be offered subject to satisfactory references and DBS check.



Employee benefits

Some of the ways we show we care:

- Contributory pension scheme.
- A people and culture strategy focused on resilience, inclusion, well-being and leadership.
- Flexible approach to where we work, including hybrid working, where possible.
- A supportive approach to family commitments including paid dependency leave.
- A proactive approach to well-being including well-being hour, support with medical appointments and generous sick leave.
- Cycle to work scheme.
- 24-hour employee support line through mindful employer.
- Group death in service insurance.
- Personal accident and travel insurance cover.



How to apply

If you would like an informal chat about the role please contact Becki Shepstone, Team Leader, on **01209 891888** or Laura Maker, People and Culture Leader, on **01626 360170**.

If you have any queries about the recruitment process, please email: people@sharedlivessw.org.uk.

We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socioeconomic background and welcome applications from people who hold these identities.

Please complete the application form (CV's alone are not accepted) and return it via post (details are on application form) or email it to the email address above. All candidates will be notified if selected for interview or not.

Closing Date

9am on November 7.

Interviews

Interviews take place in our Scorrier office on November 16.

Please note the closing and interview dates are subject to change and could be extended.

Further information

For further information on SLSW, visit our [website](#).

To read the latest SLSW Annual Report, [click here](#).

For information about how we use and store your data under the General Data Protection Regulations (GDPR) 2018, please refer to our [privacy policy](#).