

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.

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 backgrounds.

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 305 people on a long-term basis in around 275 shared lives homes and have up to a further 140 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.sharedlivessw.org.uk

Shared Lives South West is a registered charity and a not-for-profit company limited by guarantee.



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 more than 40 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
Remuneration:	30,689.96FTE
Hours:	22.5
Days worked:	Wednesday, Thursday and Friday
Contract:	Permanent
Based:	At our Cornwall office with regular travel in relation to business. Hybrid working options may be available

Purpose Statement

- To recruit and assess new Shared Lives 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 Shared Lives Carers

- To support a caseload of Shared Lives 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 Shared Lives Carer and the person/people they support, including issues that would arise under the umbrella of Safeguarding Adults.
- Support Shared Lives 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 Shared Lives Carers and those who use our services.
- Undertake Shared Lives 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 and Benefits team regarding the financial aspects of the service including fees and benefit maximisation.
- Undertake full assessments of applicants wishing to become Shared Lives 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 wellbeing of those people supported in the Shared Lives setting and the wellbeing 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 Shared Lives 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.

FUNDAMENTAL REQUIREMENT	• A qualification at Level 3 or above in Health and Social Care (or equivalent). • A good level of general education, including GCSE Grade C/ Level 4 or above in Maths and English. • Full driving licence and ability to travel according to the needs of the role. • Right to work in the UK. • Appointment is subject to a satisfactory Enhanced DBS Check.
VALUES AND BEHAVIOURS	We are looking for someone who lives our values of Community, Autonomy, Resilience and Equity, by: • Building trust and mutual support with others, creating a sense of unity and belonging. • Taking ownership and using your initiative to improve how we work. • Staying calm, reflective and supportive during challenges. • Valuing diversity, acting with integrity and fairness. • Bringing positive energy and a commitment to helping others achieve their potential. • Commitment to professional development and ongoing learning.

KNOWLEDGE & EXPERIENCE	• More than two years' experience working within a regulated care or commissioning environment. • Knowledge and experience of person-centred approaches when working with people who receive support. • Sound knowledge of legislation, policy and practice relevant to adults with care and support needs (e.g. Care Quality Commission, Safeguarding Adults, Mental Capacity Act). • Understanding or experience of the Shared Lives model. • Knowledge of local authority social care processes.
SKILLS & ABILITIES	• Strong interpersonal and communication skills, demonstrating self-awareness, empathy and emotional intelligence. • Coordinates and collaborates effectively with key stakeholders and internal teams to ensure joined-up working. • Balances priorities effectively and approaches challenges with a solution-focused mindset. • Can work independently and as part of a team, effectively managing workload and priorities with regular supervision. • Confident in supporting, advising and coaching others to achieve positive outcomes. • Good written and IT skills, confident using Microsoft Office or similar software.



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

Being a staff member with Shared Lives South West not only has the satisfaction of knowing you're working with an 'Outstanding' organisation as rated by CQC, with competitive rates of pay, annual leave entitlement and absence pay, but there are numerous smaller benefits for staff that can make a difference to you as an employee.

Enjoy an additional day off to mark your birthday

Take a day off to celebrate your day.

Additional annual leave

Employees have the potential to buy extra annual leave, subject to company policy and approval.

Well-being hour

All employees are entitled to take one hour per week to benefit their well-being.

Shared Lives South West proactively support medical appointments and generous sick leave.

Mindful Employer

SLSW has signed the Mindful Employer Charter as a shared commitment to protect, promote and enhance the mental wellbeing of staff. The employee advice line offers you a place to turn for support any time of day or night. Support is available for whatever issues you might be facing, including work-related stress, depression, marriage and relationship issues, legal concerns, coping with change, parenting issues, financial problems and much more.

Aviva Smart Health

24/7 Access to GP treatment for you and your family. Also available are bespoke health and fitness plans and expert advice on both mental and physical health.

Eye Tests, Glasses & Contact Lenses

Shared Lives South West has a duty to provide eye tests for all employees who request one, and to provide glasses where an eye test deems they are needed specifically for display screen equipment.

Salary Sacrifice Pension Scheme

Shared Lives South West offers employees the option of salary sacrifice as part of the organisational pension scheme, where the employee gives up part of their salary which the employer then pays into their pension, along with their contribution to the scheme.

Death in Service Insurance

All employees are covered by a group death in service insurance policy from the commencement of their employment, subject to the completion of the necessary forms.

In the event of death while in the service of Shared Lives South West (whether death occurs when at work or outside of work) the payout is four times annual salary.

Accident and Injury Insurance

All employees are covered by an accident and injury group insurance policy. This applies whether the accident or injury occurs when at work or outside of work, with some exceptions.

It is also worth while familiarising yourself with the non-salary benefits policy that covers more information on some of these benefits in more detail.

Bicycle Scheme

Shared Lives South West can support an employee to acquire a new bicycle and related safety equipment, under the 'cycle to work' scheme, primarily but not exclusively intended for use to commute to work or on work related journeys.

Blue Light Card

SLSW is a social care charity and as such staff are eligible to apply for a Blue Light Card:

"Blue Light are the discount service for the emergency services, NHS, social care sector and armed forces, providing members with thousands of amazing discounts online and on the high street. For just £4.99, members of the Blue Light community can register for two-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more."

Charity Workers Discounts

Staff are also eligible to sign up for discounts available at www.charityworkerdiscounts.com

"Charity Worker Discounts connect you to the best deals and discounts possible. With our deals and discounts, you can save money when shopping at the brands you know and love!"

Community days at The Eden Project

"To say thank you for the invaluable support of our local friends and business colleagues in Cornwall and Devon, we invite a range of groups to come and enjoy the Eden Project for free on certain dates."

** Please note that these benefits are subject to change and were correct at the time of printing.*



How to apply

If you would like an informal chat about the role please contact Becki Shepstone, Team Leader, on **01209 891888**.

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

Tuesday, November 25 at 9am.

Interviews

Wednesday, December 3.

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](#).

Shared Lives South West – Application Form

Section 1



Introduction

Thank you for taking the time to complete this application form. Your submission is helping us uphold safer recruitment principles and ensure our process is fair, consistent, inclusive and focused on finding the right person for the role.

This form is used for short-listing, so please complete all sections in full. It's your opportunity to demonstrate why Shared Lives South West is the right place for you, and how your experience, knowledge, skills and personal qualities meet the requirements of the Job Description and Person Specification.

Post Applied For	
Where did you find out about this vacancy?	

Section 2



Personal Details *(Removed for short-listing purposes)*

Full name	
Address	
Telephone	
Email	



Reasonable Adjustments for Interview

Shared Lives South West is committed to ensuring our recruitment process is inclusive and accessible to everyone.

Please let us know if you require any adjustments, support, or facilities to help you take part in the interview process. ☐ Yes ☐ No

If Yes, please provide brief details:

If you are invited to interview, we will contact you to confirm and discuss these arrangements.

Section 3



Fundamental Requirements and Availability

I have the right to work in the UK. Yes No

I hold a full, valid UK driving licence (or equivalent) and have access to a car for work purposes. Yes No

I understand that this post is subject to an Enhanced DBS check, including the relevant Barred List(s), and I am willing to undergo this check. Yes No

Earliest possible start date (considering any notice period)	
Dates you are unavailable for interview	

Section 4



Education and Qualifications

Please list your education, qualifications and relevant training that support your application.

Include overview of relevant professional certificates, vocational awards, or any ongoing study. Continue on a separate sheet if needed.

Qualification/ Course	Institution/ Provider	Date Completed	Level/Grade

Section 5



Employment History

Please provide a full employment history, starting with your most recent role. Include all employment and volunteering for the past ten years (or since leaving full-time education if less). Continue on a separate sheet if needed.

Dates (From -To)	Employer / Organisation	Job Title / Role	Summary of Main Duties/ Responsibilities	Reason for Leaving

Please explain any gaps in employment below:

Section 6



More About You

Please answer the following questions to help us understand more about you and your approach to work.

What attracted you to apply for this role with Shared Lives South West, and why do you think it's the right place for you?

What does good teamwork look like to you, and how do you contribute to it?

When things get difficult or plans change, how do you look after yourself and still support others?

How do you stay organised and make sure the most important things get done?

Is there anything else you'd like us to know about you or what you would bring to this role?

Section 7



References

Please provide details of two referees covering at least the last five years of your employment history. One should be your current or most recent employer, where applicable.

References must not include relatives. If you provide a personal referee, they should be able to comment on your skills, abilities, and suitability for this role.

References will normally be taken up after short-listing and before appointment, unless there is a specific safeguarding reason to do so earlier.

Additional references may be sought from previous employers where this is necessary to verify employment history or suitability for the role.

Current Employer/Most Recent Employer *	
Name	
Email	
Telephone number	
Relationship	
How long have they known you?	
Can we contact this referee before interview	Yes No

* (Or alternative referee where not available).

Other	
Name	
Email	
Telephone number	
Relationship	
How long have they known you?	
Can we contact this referee before interview	Yes No

Section 8



Declaration

I declare that the information provided in this application is, to the best of my knowledge, complete and correct. I understand that if, after appointment, any information is found to be inaccurate or misleading, this may lead to dismissal without notice. I confirm that I have personally completed this application form and that I have read and understood the enclosed privacy statement.

Signed:

(Type your name online as if executed on paper)

Date:

Section 9



Next steps

Please return your completed form.

By email:

people@sharedlivessw.org.uk

By post:

People Team Assistant
 Shared Lives South West
 Suite 3 Zealley House
 Greenhill Way
 Kingsteignton
 TQ12 3SB