

Shared Lives Coordinator

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,



Operational Team Leaders

Becki Shepstone, Ed Bunce-Phillips, Rose Gapper and Amanda Maggs





About Shared Lives South West

Shared Lives South West is a social care charity based in the Southwest that supports adults to live meaningful, connected lives within their communities. We recruit and support Shared Lives Carers who open their homes and their lives to people who need support. It's often described as being a bit like adult fostering: A person-centred, community-based alternative to supported living or residential care.

We currently work with local authorities across Cornwall, Devon and Somerset, with 290 carers supporting over 450 people

At its heart, Shared Lives is about relationships. It's about belonging, everyday life, shared routines, shared meals, and shared moments. Within the model, people live as part of a household. It works best when there is trust, mutual respect, and long-term connection between people and the carers who host them.

The people we support are individuals first and foremost. They have their own hopes, interests and ambitions. Our role is not to fit people into services, but to support people to live their fullest lives.

The role of our staff team is to recruit and support carers, and work alongside people who use Shared Lives services.

We work closely with local authorities, health partners, and communities across the Southwest to champion Shared Lives and to show that relational, community-based support can be very effective.

Shared Lives South West is a well established, values-led organisation. We are proud of our culture, our people and the way we work together. This role sits within a stable organisation that is continuing to strengthen how it works, how it supports people, and how it sustains the Shared Lives model in a challenging social care landscape.

our vision, purpose, and values

Shared Lives South West is an 'Outstanding' rated charity by the Care Quality Commission. We work across diverse communities and alongside a wide range of partners in Devon, Cornwall and Somerset.

We take pride in being an organisation that leads with clear vision and purpose, underpinned by strong values about how we work, how we lead, and how we treat one another.

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 Sit at the heart of everything we do. They guide how we design services, how we make decisions, and how we show up for the people and communities we serve. We put 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.

These values shape our priorities and our expectations of each other.

We are looking for people who genuinely align with these values and who will live them out in their everyday practice.

How we work

Shared Lives South West has an established organisational culture shaped by our values, our connections with one another, and how we work together day-to-day.

We are intentional about sustaining a culture that is supportive and grounded, while remaining professional, accountable, and focused on providing a high-quality service.

In practice this means:

- We treat each other with kindness and compassion.
- We work in an open and transparent way, sharing information and explaining decisions.
- We encourage honesty, feedback, and thoughtful challenge.
- We aim to bring our whole selves to work, recognising that people do their best work when they feel understood and supported.
- We take wellbeing seriously and seek to balance organisational needs with individual needs wherever possible.
- We value joy, connection, and a working environment where people want to come to work.

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: Shared Lives Assistant, Shared Lives Coordinators

Purpose Statement

To recruit, assess and match Shared Lives Carers with people seeking care and support, ensuring high-quality and well-monitored arrangements, while promoting and developing the service through engagement with partners and stakeholders.

Duties include:

Working with Shared Lives Carers

1. Undertake comprehensive assessments of applicants wishing to become Shared Lives Carers, ensuring accurate documentation and presentation to the approval panel.
2. Support the introductory process and ensure successful matches.
3. 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
4. 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.
5. Support Shared Lives Carers to meet the requirements of the scheme and the relevant CQC regulatory framework.
6. 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.
7. Undertake Shared Lives carer reviews and Shared Lives plans for the individuals who use our services annually, involving all relevant parties.
8. Participate fully in the referral and allocation process.
9. Liaise with relevant agencies, family members, supported individuals and potential provider to ensure effective information exchange and communication.
10. Maintain records using Shared Lives South West electronic and paper systems

11. Liaise with the Funding and Benefits team regarding the financial aspects of the service including fees and benefit maximisation
12. Liaison with adult social care and other agencies
13. Promote Shared Lives services, values and ethos during all contact with other agencies (not least by your professional, efficient and friendly style).
14. Maintain good timely communication and relationships with key personnel
15. Respond to external requests to attend meetings.
16. 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.
17. Work with other care professionals and agencies on the matching and introductory processes for a new match with a care provider.

Service development

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

General duties

22. Maintain accurate, timely and concise records.
23. Prioritise team meetings and supervision as required, liaising with other team members, in a professional and supportive manner.
24. To maintain confidentiality, except where excepted in Safeguarding situations, and comply with the confidentiality policy.
25. Contribute to the active development of Shared Lives to meet the needs of the organisation.

26. Take an active approach to continuous professional development.

27. 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

Fundamental Requirements

- A qualification at Level 3 or above in Health and Social Care (or equivalent).
- A good level of general education, GCSE Grade C/Level 4 or above in Maths and English, or equivalent.
- 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 and 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 and Attributes

- 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.

Terms and Conditions

Starting Salary:	£31,303.76 (FTE)
Hours:	30
Days worked:	Must include Wednesday, Thursday, Friday
Contract:	Permanent
Location:	Zealley House, Kingsteignton, Devon

Annual leave:

25 days per year plus bank holidays, increasing to 27 days after two years' service.

Pay Progression:

Transparent pay framework with defined grades, ranges and annual pay review for progression.

Pension:

Scottish Widows contributory scheme with up to 5% employer match and salary sacrifice option.

Death in Service:

Group life assurance of four times annual salary.

Sickness and Wellbeing:

Generous sick pay and proactive support for medical appointments.

Additional Benefits:

Hybrid working policy
Additional day off to mark your birthday
Wellbeing Hour (one hour per week)
Paid dependant and Carer leave
Volunteer days (two per year)
24/7 access to GP telephone service
Accident and Injury Insurance
Mindful Employer Support
Option to buy additional annual leave
Cycle to Work Scheme
Blue Light Card Eligibility

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



Recruitment Timetable

Please make a note of the dates below and inform us as soon as possible if any listed will present significant issues for you.

Whilst we cannot promise any flexibility, there is more chance of this being offered if a good degree of notice is given.

May 14, 2026	Application deadline
May 21, 2026	Interview date

How to apply

If you would like an informal chat about the role please contact Rose Gapper, Team Leader, on 01626 360170.

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

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.

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

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

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	

Dates (From-To)	
Employer/Organisation	
Job Title/Role	
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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

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?

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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