

Job Title:	Camden Short Breaks Coordinator
Salary:	£20,358 per annum (£13.05 hourly rate)
Hours:	30 per week
Responsible to:	Learning and Leisure, Project Manager
Contract:	Permanent

Summary of post

As Camden Short Breaks Coordinator, you will be responsible for the delivery of person-centered homebased and community-based outreach support for children and young people living in the borough, ensuring that our service is of the highest quality and meets all CQC standards and contract requirements.

This role involves line managing a team of support workers and positive behavioral support (PBS) workers, liaising with the local authority and local schools, working in partnership with family carers and CYP to deliver a high-quality service and respite. You will also be responsible for expansion and growth of new business opportunities and further development of the provision, which includes creation of after school club and play scheme programs.

Main responsibilities

Working with service users and direct support

- Develop effective working relationships with service users, family carers, social work and multi-disciplinary team professionals and funding partners
- Ensure all CYP and family carers are involved in the planning of person-centered support sessions
- Maintain communication with parents and family carers to provide information about the existing services and other services available within the organization and the wider community
- Respond to, manage and record as appropriate all queries, requests, referrals and feedback from stakeholders
- Use and develop new and existing networks such as parent evenings, coffee mornings and information days to actively promote our groups and services and work towards increasing numbers of new group participants annually
- Deliver occasional information sessions for family carers/parents throughout the year in partnership with the Supporting Families team, aimed at helping families understand services and support available
- Liaise with other professionals (social workers, schools) regarding CYP to ensure information is shared appropriately and that Zenith Care works cooperatively with other agencies to support members to develop their full potential
- Maintaining and updating support plans and other relevant CYP information

Management responsibilities

- Provide line management to Support Workers and Positive Behavior Support Workers; including regular supervisions and appraisals, performance management, inductions and reviews
- Hold regular staff team
- Work closely with colleagues to oversee the core administration needs for staffing, including monthly payroll for the service, monitoring sickness and other absences, annual leave, recruitment, and training needs, as well as monthly rotas – including sickness cover and cancellations

- Maintain all project administration and records, including updating databases and evaluation records, local authority monitoring forms, financial records and invoicing processes
- Oversee the delivery of person-centered outcomes of each individual CYP and support allocation, and writing monitoring reports as required
- Represent the organization to outside agencies including partnership work with relevant organizations and attending events and forums
- Be responsible for processing petty cash and collecting petty cash for the service as part of a wider rota with other managers
- Be an active member of the Learning and Leisure Management team, attending meetings and ensuring that you work closely with colleagues to contribute to the service's development and growth
- Prepare and provide reports, leaflets, statistical summaries, presentations etc. as requested by line manager and funders
- Support line manager with creation of additional services and activities for Camden CYP
- Support the management of the devolved budget for the provisions delegated to you, ensuring all Zenith Care's policies, procedures and financial safeguards are complied with, whilst ensuring that the service represents value for money

Maintaining and improving quality standards

- Assist in maintaining high standards and practices which are in line with contract specifications and quality standard frameworks
- Maintain policies, procedures, and documentation in line with Care Quality Commission (CQC) standards
- Maintain partnership and communication with Camden council and attend providers meetings
- Take responsibility for keeping up to date and/or implementing good practice guidelines/legislation
- Support the running of services to agreed service standards and desired outcomes for service users according to our Operational Objectives
- Ensure that quality and safeguarding are maintained as priority objectives
- Ensure that the quality of our services is regularly monitored through a programme of user and family evaluation and feedback
- Ensure that our CYP and family carers are fully involved in the development, management, and quality monitoring of services
- Support with grant funding and monitoring for equipment and resources as required

General Duties

- Adhere to all Zenith Care policies and procedures and to the requirements of funding organizations
- Comply with Zenith Care's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Zenith Care takes very seriously
- Adhere to Zenith Care Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centered approach with the involvement of service users and family carers and according to Zenith Care's mission and values
- To remain non-judgmental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organization

- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organization as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Learning & Leisure service
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements

(D) Desirable requirements

Physical requirements	Available to work a variety of shifts throughout the week	E
	To respond flexibly to the changing needs and requirements of the service. This may from time to time involve changes in times, days or sessions managed	E
	Ability to travel within and outside of the borough (Oyster card will be provided)	E
Experience	At least 2 years' experience of leading and coaching a team supporting people with learning disabilities or another vulnerable client group	E
	At least 2 years' experience of managing a large staff team and of being a lead worker/team leader	E
	Experience of, and commitment to, involving service users in the running of services	E
	Experience of planning and implementing services and/or projects	E
	Experience of supporting people with high and complex support needs	D
	Experience of working with people from varied social and cultural backgrounds	D
Knowledge & Understanding	Understanding of Short Breaks, EHCP and support plans for people with learning disabilities	D
	Understanding of Positive Behavioral Support and practices	D
	A working understanding of CQC	E
	A working understanding of Ofsted standards	D

	Awareness of both Child and Adult Safeguarding issues and of the potential vulnerability of people with learning disabilities to abuse and signs of this	E
	Comprehensive knowledge of age related developmental milestones and activities that build upon these skills	D
	Understanding of, and sensitivity to the discrimination experienced by people with learning disabilities	E
	Understanding and knowledge of social media platforms	E
Skills & Abilities	IT proficient, with the ability to use a range of computer software (i.e. Office and others)	E
	Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately in line with organizational policies and Data Protection	E
	Ability to lead and motivate others effectively and handle potential difficult staffing situations/conversations	E
	Understanding and awareness of health and safety standards and practice.	E
	Reliable, punctual with excellent time management skills	E
	Ability to engage people with and without learning disabilities (including profound and complex disabilities) in challenging, stimulating and enjoyable programs of recreation and social education.	E
	Ability to work effectively with people with behaviors that may challenge, maintaining a calm demeanor	E
	Excellent communication skills with service users, families and colleagues	E
	Excellent written communication skills, with an ability to maintain records, write reports and liaise with external professionals	E
	Sufficient numeracy skills to be able to confidently manage petty cash and assist with budgeting	E
	Ability to produce effective promotional materials including presentations, leaflets and articles for both written press and social media.	E
	Ability to deal with feedback in a constructive and sensitive manner, seeking and pursuing learning points.	E
	Ability to prioritize and manage a complex workload.	E
	Able to work in and contribute to a team	E

	Able to work unsupervised and on own initiative	E
	A creative approach to problem solving	E