



J O B S P E C I F I C A T I O N

DIRECTORATE: People

DIVISION/SECTION/UNIT:	Adult Social Services		
UNIT MANAGER:	Carol Rea		
POST TITLE:	Local Area Coordinator		
JOB FAMILY & ROLE PROFILE:			
POST NO:		GRADE	8

SUMMARY OF ROLE

REPORTING TO:

PURPOSE OF THE POST:

1. To act as a single, local point of contact, supporting 50-65 people **of all ages and across service types** (who may be disabled, older or have mental health issues) and their families / carers to:
 - determine and pursue their vision for a good life,
 - identify their own **strengths and needs**,
 - **stay safe, strong, connected** and contributing as valued citizens
 - have a voice/**self advocate**
 - build **resilience**,
 - find local, **practical, non service solutions to problems**
 - access, coordinate and control the required supports/services/resources, to the extent that they desire, to get there.

2. To support individuals and their **families / carers to lead and contribute** to the ongoing development of Local Area Co-ordination, including the monitoring of quality and outcomes. (Co productive approaches)

3. To build **strong partnerships with communities, agencies and services** to develop and increase their capacity to include and meet the needs of people-- who may be disabled, older or have mental health issues-- and their families / carers.

Key Working Relationships

This post will demand the development and maintenance of strong, positive working relationships with the following:

External to the Social Services Directorate:

- Disabled people and people with mental health needs, older people, families and carers and their local communities.
- Third sector, community and faith groups, and organisations, the Council for Voluntary Service and independent service providers who work with and provide services and supports to local communities, disabled people, people with mental health needs, older people, families and carers.
- Other Council directorates / departments, e.g. Access to Services, Housing, Children and Family Services, Education, Economic Regeneration, Culture, tourism, sport and leisure, etc.
- Health colleagues and partners, including GP Networks, the ABMU Health Board and the Community Health Council.
- Elected members, including Community Councillors, County Councillors and other political representatives.
- Colleagues in other Authorities and relevant networks.
- Key local community activists?

Internal to the Social Services Directorate:

- The Intake Team (Single Point of Access) for Health and Social Care Teams.
- Social Work Teams and colleagues in Network Hubs.
- Service providers
- Senior Managers and Commissioners
- Staff with policy, planning, contracting, information, data collection, monitoring, financial and funding responsibilities.

THE POST HOLDER IS RESPONSIBLE FOR THE FOLLOWING:

MAIN ACTIVITIES:

Coordination (60%)

1. To get to know, **build and maintain effective working relationships** with **50-65 individuals** (children and adults who may be disabled, older or have mental health issues) and their families / carers and communities across a local area. (population area 10-15,000)
2. To assist people who may be disabled, older or have mental health issues and their families /carers to clarify their **goals, strengths and needs**, and where appropriate enable them to develop a plan to pursue their life goals.
3. To support and promote opportunities for the involvement and **participation** of people who may be disabled, older, have mental health issues and families and carers in a range of ways including within community groups and cross-Council initiatives, and in influencing policy and decision-making at a variety of

levels. **(Co Production)**

4. To support people who may be disabled, older or have mental health issues and families and carers to access accurate, timely and relevant information and assist individuals, families and communities to access information through a variety of means.
5. To promote **self-advocacy**, provide advocacy support or access to independent advocacy as required.
6. To assist individuals and families to develop and utilise personal and local **community networks** to develop practical solutions to meet their goals and needs.
7. To assist individuals and families to access, navigate, coordinate and control the support and resources they need to pursue their goals and needs, including access to funding as appropriate **(Service coordination and navigation)**
8. To build effective partnerships and working relationships with community and statutory services, including Police, GPs, community organisations, Health, adult Social Care and children and family services. **(Multi agency partnership working)**
9. To **build, maintain and develop effective working partnerships** and relationships with statutory services regarding early identification of and effective responses to safety and **safeguarding**.

Community Development and Capacity Building (20%)

10. To develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities. **(Social capital)**.
11. To develop partnerships with individuals, families, local organisations and the broader community to promote more opportunities for contribution and build a more inclusive community. **(Inclusion)**
12. To develop a sound understanding of the key issues in the local area for people who may be disabled, older or have mental health issues and families and carers in order to inform **planning and policy development**.

Administration and Information Management (15%)

13. To organise and maintain administrative records/data sharing within Council protocols and contribute to the effective operation of the local office.
14. To ensure proper records are maintained for all people

	<p>supported in the local area through use of an endorsed data system, providing information and data for reporting purposes and responding to requests for information.</p> <p>15. Administer all aspects of Local Area Coordination discretionary budget/funding in accordance with agreed policies and accountability benchmarks and signpost individuals and families to Direct Payments support processes.</p> <p>16. To ensure that the concept and practice of Local Area Coordination is understood and communicated appropriately to disabled people, older people, people with mental health issues, families and carers, communities, colleagues and partners.</p> <p>Professional Development and Supervision (5%)</p> <p>17. To take delegated responsibility for specific projects, developments and initiatives.</p> <p>18. To participate in an approved supervision and performance development process and undertake training and development related to the position.</p> <p>19. Ensure all work complies with standing orders, financial regulations and departmental instructions.</p> <p>20. Participate in the induction training of new employees and trainees allocated to the section.</p> <p>21. Participate in the introduction and development of new systems and procedures including those based on IT.</p>
<p>JOB WORKING CIRCUMSTANCES</p> <p>The post holder will be expected to:</p>	<p>SPECIAL CONDITIONS:</p> <p>The post-holder will be expected to be flexible at all times in duties undertaken to achieve workload.</p> <p>Considerations to be given to workloads and deadlines when booking leave.</p> <p>Will be required to work outside of office hours, including evenings and weekends.</p> <p>Will be required to work in a variety of geographical locations and situations.</p>



PERSON SPECIFICATION

ROLE CRITERIA NO.1	EDUCATION, QUALIFICATIONS & TRAINING
Essential	Relevant qualification in Community Development, Education, Health or Social Care – degree or post-graduate degree level or equivalent or 5 years experience in a similar role.
Desirable	A minimum of three years post qualification experience.
Evidence	All certificates to be provided at interview for validation.
ROLE CRITERIA NO.2	SKILLS /TECHNICAL / PROFESSIONAL COMPETENCE
Essential	<ol style="list-style-type: none"> 1. Understanding of and commitment to the principles of Local Area Co-ordination and to fairness and equity in our communities. 2. Able to set goals and manage a variety of tasks and competing priorities. 3. Capable of working with a degree of autonomy, analysing issues and reaching creative solutions. 4. Good communication and negotiation skills to build and nurture relationships and partnerships with a range of people and organisations at a personal, service and community level. 5. Able to constructively challenge existing processes and practice. 6. Able to identify opportunities and gaps in local communities and work to develop more welcoming and inclusive communities. 7. Demonstrate insight and astuteness, sensitivity and tact. 8. Skills and experience in influencing, managing and supporting change at the individual, family, community and systems levels. 9. Ability to record and present complex issues in a clear and concise manner both verbally and written.

	<p>10. Able to identify and respond to potential safeguarding situations, maintaining effective longer term support.</p> <p>11. Ability to effectively manage a local budget for non-recurrent, innovative responses.</p> <p>12. A working knowledge of IT including word processing and email.</p>
Desirable	Knowledge of, and commitment to, the local area.
Evidence	Valid certification and/or registration/CPD
ROLE CRITERIA NO.3	EXPERIENCE
Essential	<p>1. Experience of working alongside and supporting individuals and families from a variety of backgrounds and with varying needs.</p> <p>2. An understanding of and practical experience in advocacy.</p> <p>3. An understanding and experience of supporting people to plan for the future.</p>
Desirable	Experience of building partnerships with individuals, families, communities, organisations and agencies.
Evidence	At interview, then in post
ROLE CRITERIA NO.4	COMPETENCIES & ABILITIES
Essential	<p>Special Knowledge</p> <p>1. Knowledge of the local and national policy context across services for disabled people, people with mental health issues, dementia, sensory impairments, older people, children and families and for carers.</p>
Desirable	<p>Special Knowledge – Desirable</p> <p>1. Knowledge of the Social Care and Wellbeing Act 2014.</p> <p>2. Knowledge of Adult and Children Safeguarding legislation and practice</p> <p>3. Knowledge of capacity issues and the Mental Capacity Act 2005</p> <p>4. Knowledge of community resources that can help local children, adults and older people.</p>
Evidence	At interview, then in post

ROLE CRITERIA NO.5	COMMITMENT TO EQUAL OPPORTUNITIES
Essential	Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and the City and County of Swansea's Equal Opportunities Policy and Procedures.
Desirable	
Evidence	At interview, then in post
ROLE CRITERIA NO.6	CURRENT DRIVING LICENCE
Essential	
Desirable	
Evidence	To be produced at interview and on request.
ROLE CRITERIA NO.7	OTHER REQUIREMENT (1)
Essential	Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling
Desirable	
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually

HEALTH SURVEILLANCE & MONITORING:	This post will require the post holder to take part in Health Surveillance and Monitoring procedures.
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SAFEGUARDING:	The Authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
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DISCLOSURE & BARRING SERVICE (DBS):	THIS POST REQUIRES THE POSTHOLDER TO HAVE THE LEVEL OF DBS DISCLOSURE AS INDICATED BELOW:		
	Standard DBS Disclosure Application	Enhanced DBS Disclosure Application	No DBS Disclosure Application
		Yes	

REVIEW/ RIGHT TO VARY:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.
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SIGN OFF			
LINE MANAGER:		DATE:	
POST HOLDER:		DATE:	

DISCLOSURE AND BARRING SERVICE (DBS) DISCLOSURE CHECKS

The Disclosure and Barring Service (DBS) has been introduced as a result of Part V of the Police Act, 1997 and will replace the current system of police checking (see attached notes). It should be noted that this post requires a Standard/Enhanced level of disclosure. Further information about the Disclosure Scheme is available at www.homeoffice.gov.uk/agencies-public-bodies/dbs/ or by contacting the Employee Vetting Team at the Guildhall, Swansea SA1 4PE.

This service enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults. The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an application for the appropriate level of disclosure; the Authority will provide the relevant DBS Application Forms. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly. The DBS's Code of Practice; the Authority's Policy on the Security of Confidential Disclosure information and; information on the Rehabilitation of Offenders Act 1974 is available from the Employee Vetting Team, Room 214, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 637795

Further information about the DBS can also be found at www.homeoffice.gov.uk/agencies-public-bodies/dbs/

REQUIRED PERSONAL CHARACTERISTICS – LOCAL AREA COORDINATION

The list of examples below is provided as an aid in understanding what is meant by each criterion.

Applicants are encouraged to outline examples from their own life experiences to demonstrate they have the required personal characteristics.

General Description:	Examples could include:
<p><i>Committed to enhancing the lives of all people and to fairness and equity in communities</i></p> <p>In making a positive difference, values and respects the diverse needs and contributions that each person makes in society and embraces social justice principles.</p>	<ul style="list-style-type: none"> • Shows sensitivity, respect and empathy for the values and beliefs of others including those from culturally and linguistically diverse backgrounds. • Acts to achieve outcomes which are fair and equitable. • Understands and makes efforts to address inequities experienced by people including those from diverse backgrounds. • Committed to empowering people to make their own decisions. • Contributes to the development of positive relationships within families and communities. • Promotes access, fairness and equity to address the needs of people from all cultural backgrounds. • Embraces contemporary attitudes to disabled people, people with mental health issues, people with sensory impairments and older people.
<p><i>Skills and experience in managing change</i></p> <p>Understands the importance that change can have on the lives of people and realises that people can react to change in different ways. Demonstrates an understanding of change management principles and processes.</p>	<ul style="list-style-type: none"> • Recognises the positive dimensions of change within organisations and within people's lives. • Understands the potential impact of change, both positive and negative, on the lives of individuals. • Committed to effective change management processes. • Actively promotes positive change to deal with challenging issues and situations.
<p><i>Values people, partnerships and teamwork</i></p> <p>Values and respects others and encourages diverse opinion. Works constructively with people and makes a positive contribution. Actively promotes, values and strives to work collaboratively with others to achieve a common goal.</p>	<ul style="list-style-type: none"> • Has a non-judgemental approach and does not force opinions on others. • Recognises and appreciates the diversity, skills and abilities of others. • Fosters an environment of trust and actively encourages others to work as a team. • Provides advice, guidance and support to others in varied situations. • Actively communicates ideas, shares information and knowledge. • Understands and takes account of differing community perceptions of disability. • Works to empower individuals, families and communities