

Job Outline  
Short Breaks Co-ordinator  
Care and Support

**Purpose:**

The key purpose of the post of the Short Breaks Co-ordinator is to co-ordinate all short breaks for those who wish to use the service. The Short Breaks Co-ordinator will liaise with internal and external stakeholders involved in the care and support of the supported person to ensure the short break is planned, outcomes for the supported person are identified and implemented into the short breaks documentation and that each short break is evaluated to ensure continuous improvement.

**Responsibilities:**

**Fact Finding and Analysis**

- As agreed with line manager, assess all new referrals to the short break service.
- Support and co-ordinate the completion of risk and vulnerability assessments for supported person.
- Gather facts and information to complete supported person's short breaks documentation.
- Use own initiative to source the appropriate accommodation for supported person wishing to use the service of short breaks.
- Maintenance of risk assessments for all short break properties.
- Assess the suitability of each short break property to match the needs of the supported person.
- Maintain all financial records associated with the short break project.
- Meet with supported person's family prior to short break to plan and agree outcomes for each short break.
- Oversee 6 monthly reviews take place for all supported people attending the service.
- Ensure that any remedial actions following medication and finance audits are carried out.
- Provide quarterly reports to the Area Manager and Operations Manager on outcomes achieved during short breaks.

**Innovation and Initiative**

- Collaborate with the Operations Manager to implement, review and research processes to ensure continuous improvement for supported person outcomes.
- Work on your own initiative and make decisions within agreed boundaries, based on experience and practical understanding of Ark systems, policies and procedures.
- Effective problem solving ensuring problem definition, generation of alternative solutions, evaluation and selection of suitable solution and implementation.
- Exercise good judgement in setting boundaries in order to maintain good working relationships, internally within the organisation and with external stakeholders.
- Work closely with the Operations Manager and Area Manager to develop improvement plans for the short breaks service

**Interpersonal Skills**

**Internal**

- Exercise sound judgement in the provision of advice and guidance to employees, management and supported person.

- Adopt a customer service and solutions focussed approach when responding to queries from employees, management and supported person.
- Work collaboratively with employees and management in all aspects of the short breaks service.
- Advice, coach and guide employees, families and supported person through short breaks service issues to identify and resolve the problem.
- Be the designated point of contact for supported person, families and social work when requesting information regarding short breaks
- Attend and contribute to meetings with team to share knowledge about all aspects of the short breaks service
- Attend meetings with the Operations Manager to discuss, plan and implement systems and processes for short breaks
- Maintain effective relationship with Health and Safety adviser regarding all Health and Safety issues with the properties used for short breaks and any required maintenance.
- Adapt communication styles relevant to each individual.

### **External**

- Proactive approach to networking both inside and outside the organisation.
- Hold meetings with supported people and their families to plan and review all short breaks. Attend and contribute to local authority monitoring meetings with contracts and commissioners to provide accurate feedback regarding short breaks and answer all queries raised.

### **Leading and Developing People**

- Responsible for identifying and arranging staff training and development to ensure health needs of the supported person are met.
- Liaise with health professionals to agree and arrange training for staff supporting supported people who have complex needs who will use the short breaks service
- Liaise with health professionals to arrange supported person's specific training.
- Coach staff in the implementation of short breaks service delivery to achieve good outcomes for supported person.
- Be a positive role model for the staff and demonstrate a positive approach to the short breaks service
- Allocate specific duties and shift patterns to staff to ensure short break plans are met.
- Promote effective communication across the entire staff team, across the organisation and with external stakeholders.
- Work in partnership with other providers involved in the care and support of the supported person using the short breaks service to arrange shadowing and training for staff to ensure thorough transition into the short breaks service

### **Resources**

- Source properties which are both suitable to meet the needs of each individual person using the short break service and which are also cost effective and within budget.
- Ensure appropriate level of spend is achieved during each short break.
- Attend budget forecast meetings with the Finance Business Partner and provide accurate information with regards to all spend for short breaks to enable accurate forecasting
- Monitoring staffing levels to ensure staff resources are sufficient for the needs of the supported person and that are also within budget.

### **Impact on Decisions**

- Ensure that accurate data is recorded to allow accurate financial forecasting
- Responsible for providing accurate monthly financial data to the Finance Business Partner
- Source each short break property within the agreed allocated budget
- Investigate and respond to any complaints and concerns raised with regards to the short breaks service and report to the Operations Manager and agree outcome and implement remedial actions
- Evaluate the service received with supported person and the family post short break for continuous improvement.
- Set targets and ensure that supported person medication and finance records are audited by support workers.

### **Expertise**

- Significant knowledge required in person centred outcomes planning, implementation and review and finance management
- SVQ level 2 or equivalent or willing to work towards achieving this

### **Experience**

- Experience of risk management and support planning
- Effective communicator at all levels both internally and externally
- Excellent organisation and planning skills
- Knowledge of the outcomes framework and how to report on these both internally and externally to stakeholders
- Good time management
- Good computer skills
- Self motivated and able to prioritise workload

### **Competencies**

As well as the ability to do this role will be assessed in conjunction with the following competence areas.

- Continuous Learning
- Communication
- Teamwork
- Behaviour of concern
- Professional Boundaries
- Customer Service
- Problem Solving