



Lothlorien Community (Rokpa Trust)  
Corsock  
Castle Douglas  
Dumfries & Galloway DG7 3DR  
Telephone: 01644 440602 (office)  
contact@lothlorien.tc  
www.lothlorien.tc

## Job Description

<b>Job Title</b>	Support Co-ordinator (Sessional Post)
<b>Employer</b>	Rokpa Trust
<b>Responsible to</b>	The Manager, and Trustees of Lothlorien (Rokpa Trust). Direct supervision for day to day work will be carried out by the Manager.
<b>Pay</b>	£10 per hour
<b>Working Hours</b>	Sessional by negotiation
<b>Disclosure</b>	Enhanced

## Main Duties and Responsibilities

### Facilitation

- Use a facilitative approach to support the life of the community including conflict management.
- Facilitate community meetings.
- Facilitate workshops for community members and staff.
- Ensure involvement by all community members in planning and developing the service.
- Carry out inductions for new community members.
- Encourage community members to engage in activities in the garden.
- Organise appointments, transport and shopping trips.
- Oversee various housekeeping.
- Maintain the fabric of the buildings, its grounds and equipment in good condition; encourage community members to care for their surroundings and make best use of the available resources.

### Resident Applications

- Gather background information, references, risk assessments, assessments of need.
- Communicate with Social Workers, GPs, Psychiatrist, OTs, CPNs, Therapists, Support Workers regarding background information.
- Carry out assessment of suitability.
- Respond to all enquiries promptly.
- Prepare weekly application review.
- Attend application review meetings.
- Organise trials and inductions.
- Provide information and support for potential residents during trials.

### Keyworking

- Be a keyworker for residents, draw up appropriate Support Plans for their stay and ensure that such plans are implemented and reviewed as and when required.
- Provide person-centred supports to residents to assist them to develop their skills, abilities and confidence in all aspects of their daily lives, working in accordance with their Support Plans, and including social and recreational activities, housekeeping and household activities, medical and dental appointments etc.
- Operate in compliance with Scottish Social Services Council Code of Practice for Social Services Workers and in accordance with direct instructions from the Manager.
- Operate in compliance with National Care Standards for Housing Support and in accordance with direct instructions from the Manager.
- Provide support and assistance to residents with regard to personal and family relationships, developing links with the wider community in

accordance with their Support Plans and in accordance with direct instructions from the Manager.

- Assist with initial and ongoing assessments of residents at various stages of their engagement with the service, in accordance with direct instructions from the Manager.
- Provide additional emotional support during times of stress and crisis.
- Assist the people supported by Lothlorien to recognise and exercise their rights and provide an appropriate level of professional support to assist them to make informed choices, in accordance with direct instructions from the Manager.
- Update Support Plans and record important events, observations and details of support accurately.
- Develop and maintain good working relationships with mental health professionals, social workers and other professionals with a concern for the community members' needs.
- Develop links with local resources, which will provide the opportunity for residents to play an active role within the wider community.
- Encourage and support all residents to make contact with training, educational, employment and volunteering opportunities in the wider community.
- Offer practical support at Roan Lodge with the daily domestic routines, such as shopping, cooking, budgeting etc.
- Provide advice and support relating to practical and material problems within both households.
- Help new members to be informed and feel welcome as part of the community.
- Help residents to prepare for independent living.
- Support community members who are moving on from Roan Lodge or Lothlorien and offer follow up support, if appropriate.
- Maintain a working knowledge of Adult Protection Guidelines and understand how this applies to the role.
- Contribute to the general wellbeing, safety and security of everyone in the community by continually assessing risk and following up on issues and concerns.
- Be the first point of contact for the service user and their family on matters relating to the day-to-day support delivered.
- Take a lead role within the support team by getting to know the residents and communicating their needs, wants and preferences to other colleagues within the team verbally, and through the Support Plan.
- Be responsible for ensuring that paperwork, including the Support/Recovery Plan, risk assessment, Advance Statement and Iroc are carried out and updated with relevant information to enable delivery of high quality support.
- Be responsible for checking the resident's welfare entitlements.
- Gather and input information accurately and as required for reviews.
- Where possible, and according to the rota, accompany residents to medical and dental appointments and ensure that the outcomes from any

such appointments are recorded appropriately in the Support Plan and Risk Assessment.

## **Professional Practice**

- Operate in compliance with the Scottish Social Services Council Code of Practice for Social Services Workers.
- Participate purposefully in and take advantage of the opportunities for discussion afforded by Lothlorien staff supervision and annual appraisal.
- Be responsible for your own good practice.
- Maintain effective working relationships with colleagues and create an atmosphere for residents which is free from conflict.
- Attend all mandatory training in order to demonstrate fitness and continued fitness to practice safely.
- Attend training which has been identified by the Manager as being necessary to provide you with the necessary skills to undertake the duties and responsibilities of your post.
- Take any action necessary to become eligible for registration with the Scottish Social Services Council and maintain registration once achieved.
- Take responsibility for your own continuous professional development and identify, and communicate to the Manager, any perceived 'gaps' in your knowledge which require to be addressed through training or other means.
- Demonstrate continued suitability to work with vulnerable adults by completing an application for a Protection of Vulnerable Group Scheme record update for Disclosure Scotland, on a 3-yearly basis or as required.
- Share information gathered during the course of work appropriately and as directed with other professionals within and outwith Lothlorien in compliance with the Data Protection Act, Confidentiality Policy and other legal requirements.
- Maintain a working knowledge of Lothlorien's guidelines, policies and procedures.

## **On-Call Support**

- The staff team are required to provide on-call support out of hours and over the weekends.
- This is done on a rota system which staff cover 1 week in 4 (with some flexibility to ensure holidays and absence are covered).
- This involves providing telephone support to co-workers and residents if difficult situations arise which require staff input in decision making.
- Only in very serious situations would staff be required to attend.
- The On-call worker is required to stay within one hour drive from Lothlorien during oncall times.
- On-Call Support is remunerated separately at £10 per 24 hours or £30 per weekend.

## **Supporting Co-workers and Volunteers**

- Co-worker recruitment, induction and supervision.
- Support co-workers in carrying out their role.

- Facilitate the weekly co-worker group supervision meeting.
- Individual support meetings as required.
- Organise co-worker rota and payments.

### **Administration and Finance**

- Assist with office administration.
- Ensure that petty cash procedures and budget limits are adhered to.
- Respond to telephone enquiries.
- Maintain accurate and up-to-date time sheets which can be relied on by the Manager for billing purposes and statistical reporting etc.
- Maintain accurate and up-to-date training records.
- Maintain accurate and up-to-date supervision records.
- Maintain accurate and up-to-date sickness, annual leave, time in lieu records.
- Request annual leave by email.
- Minimise expenses incurred by Lothlorien in the course of providing supports.

### **Personal and Professional Development**

- Manage own time effectively and complete all responsibilities of a shift or support session.
- Attend support meetings with the Manager and Core Group; reflect on feedback given and use feedback to improve own work.
- Attend training and development opportunities at the request of the Manager.

### **Team**

- Participate as a member of the Core Group and help foster the development of an open, team-working approach within the group.
- Develop positive working relationships with team members and carry out work in a way that provides support and encouragement to all team members.
- Work within all policies and procedures.
- Participate in shift planning, handover and team meetings as appropriate to ensure good communication and support within the team.
- Share information within the team, within the bounds of Lothlorien's confidentiality policy.

### **Health and Safety**

- Maintain a safe environment, complying with Health & Safety and other legal requirements.
- Carry out inductions for new community members.
- Ensure Health and Safety Policies and all other policies, procedures and guidelines are adhered to.

This job description is not exhaustive and is intended to convey the nature of duties and responsibilities of the post.