# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Extra Care Coordinator

# Department: Adult Social Care and Health

# Grade: [Single Status Grade 11](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Strategic Commissioning Manager

# Purpose of the Role:

Extra Care Housing allows vulnerable adults with care needs to live independently in their own flat, within a wider community, offering access to 24/7 personal care and other amenities that promote greater independence.

More information about Extra Care Housing in East Sussex can be found here: [Extra care housing | East Sussex County Council](https://www.eastsussex.gov.uk/social-care/leaving-home/extra-care-housing).

The Extra Care Coordinator provides a vital link between Adult Social Care, the on-site Care Provider and the Social Housing Provider. The role ensures referrals into the service are well managed and the service meets its specified aims, identifying issues appropriately and working to resolve these in a positive way.

The Coordinator assists with the ongoing smooth and efficient running of the service through managing and monitoring performance against KPI’s, complaints, safeguarding and other data and supporting to identify areas for development, working with various stakeholders to implement changes as required.

The role supports future development of accommodation-based services within East Sussex by actively identifying and reviewing national approaches to Extra Care and considering implementation of new models within East Sussex. There are no line management responsibilities however the role spans across multiple organisations and requires negotiation and diplomacy skills.

# Key tasks:

1. Develop effective relationships with Extra Care schemes (care providers, landlords and residents’ representatives) to understand their needs and circumstances, implement packages and evaluate/monitor progress, considering best value care package options.
2. Actively promote extra care to ASC teams, and act as a point of reference to provide advice and guidance on identifying suitable Adults for referral, developing referrers’ understanding of and raising the profile of Extra Care.
3. Score referrals received from ASC using a Single Allocations Agreement Scoring Matrix, taking into account legal and other requirements.
4. Maintain scheme vacancy and waiting lists, working with operational teams to ensure Adults are ready to move once flats become vacant, minimising vacant periods. Ensure timely communication with all parties involved in Adults moving into and out of Extra Care.
5. Work with Extra Care landlords, providers, residents and their unpaid carers to support the development of on-site activities for residents, enabling wider community resources to access and enhance support available on-site, and supporting the development of a thriving local community in each scheme.
6. Lead on the monitoring and evaluation of extra care services against performance indicators, liaising with commissioning/supply management on performance risks/issues. Collate and provide performance information in relation to cost of care packages and relative value, use and value of block hours within schemes, and supply/demand/vacancy management.
7. Support any future commissioning of new services, including:
* Identifying needs, development of specifications.
* Market analysis.
* Soft market testing.
* Modelling and piloting of new service developments.
* Participating in the competitive award and mobilisation of services.
1. Advise providers on safeguarding and contribute to safeguarding investigations and child/adult protection planning, where appropriate. Support complaints management and resolution of escalated issues within schemes in accordance with County Council policies and procedures.
2. Identify training gaps with care providers, eg. managing challenging behaviour, dementia, mental health deterioration, to ensure wider needs can be met and packages can be sustained in the extra care setting.
3. Support management of the interface between a wide range of stakeholders in the delivery of services. Stakeholders will include residents/Adults and their families, care and support providers, landlords, Health / NHS, locality and brokerage teams, District and Borough Councils, and others.
4. Support and co-ordinate Operational Management Groups, bringing stakeholders together to improve the sustainability and effectiveness of schemes.
5. Compile appropriate reports for senior managers.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Communication skills with the ability to produce detailed written reports on technical matters for a broad audience.
2. Administration and computer skills, in particular Word, Excel and PowerPoint
3. Ability to self-manage and prioritise workload using time management, organsiational and planning skills
4. Ability to build and maintain effective partnerships and working relationships with a diversity of individuals and groups.
5. Knowledge and understanding of the needs and experience of adults and older people with ASC needs
6. Experience of working in an ASC setting, eg. Operational team, Brokerage team, or an appropriate care setting.
7. Working knowledge of Supported Housing, registered landlords, housing management and operational oversight
8. Ability to develop, collate, analyse and interpret performance data relating to multi-agency work.
9. Ability to interpret national and local policy and guidance and apply it to local delivery.
10. Ability to influence without authority and support change.
11. Generates innovative ideas and seizes opportunities to promote postive change in individuals and groups.
12. Knowledge of current legislation, policy and practice developments relating to Housing or ASC.
13. Experience of working in an ASC setting, eg. Operational team, Brokerage team or an appropriate care setting.
14. Experience of developing, delivering and evaluating plans and project work.
15. Commitment to Equal Opportunities.
16. Ability to travel around the County, including areas where there is no access to public transport.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Social Work qualification, or working towards this
2. Some unsociable hours may be necessary occasionally

**Document version control:**

Date created/amended: June 2024

Name of person created/amended document: JR

Job Evaluation Reference: 10865

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | No |
| Occupational Driving | Yes |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |