

## **About us**

Coquet Trust are a registered charity set up in 1995 to provide support to people with a learning disability to enable them to live as independently as possible. We have grown steadily ever since launch and now provide support to over 150 people and work with four local authority areas in the north east.

We believe the people we support should live a full and meaningful life where they are listened to and valued. We will work innovatively to ensure that you only receive the support that you need to promote your independence and help you fulfil your aspirations. We strive to make a difference in the quality of the lives of the people we support and their families. We tailor your support to ensure that you meet your chosen outcomes.

We are driven by our values;

*Committed – Reliable – Inspirational – Trustworthy – Inclusive*

## **What does this role involve?**

Assisting the Support Manager with day-to-day supervision of Support Workers; managing performance and capability, monitoring sickness, ensuring mandatory training is completed, rota management and acting as a first point of contact in the absence of the Support Manager.

Ensuring support plans are kept accurate and up to date, reflecting the changing needs and wishes of the people we support. Additionally, take responsibility for full, accurate communication at handover.

Being accountable for the safety and well-being of the people we support, alerting the Support Manager regarding any concerns relating to their support or well-being.

Promoting compliance with all Coquet Trust's policies and practices including; safeguarding, Health and Safety, statutory requirements and local authority protocols. Additionally, complying with GDPR guidelines (for instance when maintaining the accuracy of financial records) ensuring the highest level of confidentiality at all times.

Supporting with personal care and the administration of medications.

Carrying out household tasks including; cleaning, tidying and food preparation.

Participate in outings and activities, so being a driver is a bonus.

These duties and responsibilities described are not exhaustive and may be subject to change in line with the operational needs of Coquet Trust.

## **How will you achieve success?**

By communicating effectively with your Support Manager and guiding your team to adopt an empowering, engaging approach. Encouraging them to provide the highest quality of care and support; ensuring the needs, interest and aspirations of the people we support are paramount in everything they do.

Through leading by example and acting as a role model for staff at all times. Contributing to the induction of new team members, supporting less experienced colleagues, identifying training needs, providing 1-1 supervision meetings, attending staff meetings and contributing to support planning for the people we support.

## **What particular skills and experience do I need?**

You must be committed to Coquet Trust's values in everything you do and be passionate about making a difference. You must understand how to represent the trust in a professional manner and maintain a good reputation at all times. You will take pride in your work, carrying out tasks to a high standard with honesty and integrity.

Have experience of leading, developing and motivating team members with a goal of delivering high quality support. Demonstrating a positive and encouraging leadership style, in order to bring out the best in people. Equally, you will be able to work independently.

Have clear written and verbal communication technique, experience of liaising with professionals or other agencies, along with good IT skills and numerical ability.

You will have the ability to multi-task and managing demanding, sometimes conflicting, priorities.

You will have a flexible approach to work; be prepared to work at different locations, be willing and able to travel between locations, be available for working patterns including evenings, weekends, sleep-ins and nights.

You will have an NVQ Level 3 (or higher) in social care or an equivalent qualification. Alternatively, you must be willing to obtain this qualification within an agreed timeframe. Additionally, you will be willing to undertake required training, potentially off site or outside your normal working hours.

Full training will be given for the role.

### **Why come to work with us?**

Training, upskilling and career development opportunities.

Employee discount (Blue Light Card).

Referral programme.

Sick pay.

Employee Assistance Programme.

Company pension.

Sponsorship.

Travel card loans.