OUTLOOK CARE
Team Coordinator – Learning Disabilities

Role title	Team Coordinator (Learning Disabilities)
Service type	Operations
Location	Allocated services (London & Essex)
Reports to	Supported Living Manager / Registered Manager

Role Purpose

The Team Co-ordinator will support the Supported Living Manager or Registered Manager with the day-to-day operational management of allocated Learning Disability services ensuring the delivery of safe, high-quality and person-centred support. The post holder will provide direct line management to support staff within their services. This includes conducting regular supervision, setting clear performance expectation, monitoring standards of practice and supporting staff development.

The Team Co-ordinator is responsible for ensuring that staff work in accordance with Outlook Care's values, policies, procedures and regulatory requirements, they will promote a positive, accountable team culture, celebrating success, addressing performance concerns promptly and managing conflict or conduct issues appropriately, escalating to the Supported Living Manager or Registered Manager where required. The role will deputise for the Support Living Manager or Registered Manager as directed and contribute to the continuous improvement, service quality and compliance across allocated services.

The role will have one full day as supernumerary to complete management tasks across all services in the portfolio

Key Outcomes

- Operate and implement robust governance and management processes to ensure consistency and safety and quality across all allocated services, in accordance with Outlook Care's values, policies and regulatory requirements.
- Development of service user independence by providing support and care that meets individual needs, preferences and aspirations.
- Ensures the safety, wellbeing, dignity and rights of service users by providing support in all aspects of daily living such as domestic, hygiene, health, healthy eating, personal care, nutrition, emotional wellbeing and social inclusion.
- Promotes the independence and wellbeing of the service user through contact with the person's wider circle of support.
- Promote service user choice, control and independence ensuring individuals are supported to access advocacy, community opportunities, education, employment, and meaningful social and recreational activities.
- Ensure staff deliver care and support in accordance with individual support plans, risk assessment, organisational policies and regulatory standards.

- Enables service users to express their rights, choices and their aspirations. Provides and enables access to advocacy as an additional means of expressing these.
- Promotes opportunities and achievement of goals through provision of support to access the community via educational, recreational and social activities.
- Ensures effective service delivery by maintaining accurate financial, administration and other records as required to comply with statutory, local, and organisational policy and procedure.
- Ensure safety of service users and premises through assessment of risk and reporting and recording of all emergencies, maintenance needs, incidents and accidents in accordance with organisational procedures.
- To work with the Supported Living Manager / Registered Manager and staff teams to embed procedural compliance across their allocated services ensuring that policies and procedures are followed, supporting and mentoring staff members to meet the expected standards within each of the services
- To provide effective line management to staff teams, including conducting regular supervisions, providing guidance, monitoring performance and supporting the staff to meet expected standards of practice and professional conduct.
- To provide supervision and support to staff teams, ensuring that the Values of the organisation are embedded through practice. Montori staff performance on a n ongoing basis, addressing performance and attendance, conduct or practice concerns promptly and appropriately and escalating issues to the Supported Living Manager / Registered Manager where required.
- Promote a positive team culture by recognising good practice, celebrating success, and fostering professionalism, accountability and continuous improvement.
- To support staff teams to deliver person centred care, the care and support will be outcome focussed, to ensure that the care and support delivered allows for evidence-based practice that can be measured within the Quality processes used within Outlook care
- Support and work with the Supported Living Manager / Registered Manager to develop effective relationships, at all levels across all relevant stakeholders including local authorities, professionals, regulators, customers and families, and other stakeholders
- To work with staff teams to embed procedural compliance across their allocated services ensuring that policies and procedures are followed, supporting and mentoring staff members to meet the expected standards within each of the services.
- Support the recruitment and selection, induction process and ongoing mentoring and development of staff teams. Build competent, confident and high performing staff teams.
- Ensure accurate, timely, and compliant completion of care records, incident reports, financial records, and other documentation in line with organisational and statutory requirements.
- Maintain safe services by supporting risk management processes, ensuring incidents, accidents, safeguarding concerns, and maintenance issues are reported, recorded, and escalated appropriately.

- support compliance with organisational policies, procedures, and regulatory requirements, working with the Supported Living Manager / Registered Manager to embed best practice and continuous improvement across services.
- Deputise for the Supported Living Manager / Registered Manager as required, supporting the day-to-day coordination and operational oversight of services.
- Develop and maintain effective working relationships with service users, families, professionals, commissioners, and other stakeholders.
- Support service quality monitoring activities, including audits, observations, and feedback processes, and contribute to service improvement actions.
- Contribute to achieving positive service outcomes, including quality standards, staff retention, service user satisfaction, and operational effectiveness

Person Specification	
Experience, Qualifications and Specific Knowledge	• Experience supervising staff on shift, supporting day-to-day service delivery, and helping the team maintain good standards of care in line with Care Quality Commission regulations. NVQ3 in care, or the ability to undertake this. • A commitment to organisational values. • Ability to work with other departments within Outlook Care and has a positive relationship with others • Focussed on the delivery of safe and quality outcomes for all customer • Care and support experience with the relevant client group is desirable, however transferrable skills will be considered in the absence of direct experience. • Courage and confidence to manage staff teams and handle performance or conduct issues in accordance to Outlook policies and procedures. • Understanding of equality issues • Food hygiene knowledge • First aid knowledge • Health and Safety knowledge • An understanding of the specialist needs of the client / user group and an understanding of issues arising within the specialist area which is Learning Disabilities.
Other role specific requirements	• Ability to work a flexible shift pattern which will usually include weekends and bank holidays and awake nights. • For all posts an ability to perform manual handling is required • For some posts an ability to drive is desirable. • For some posts physical ability to use PBS techniques. • Ability to use technology systems to meet key role requirements. • Work in accordance with Outlook Care values at all times.