

Job Profile

Position Details	
Post	Local Area Co-ordinator
Service Area	Adults and Health
Reports to	Senior Local Area Co-ordinator
Grade	PO4
Job Family	To be completed by HR

Role Purpose
<p>To act as a local, accessible point of contact in an agreed area of Haringey (population area of up to 12,000 people) in order to:</p> <p>a) Build individual, family and community capacity and resilience through providing advice, information, connections and practical short-term support to anyone in the local community.</p> <p>and</p> <p>b) Build long-term relationships with around 40 to 65 people who may be facing complex life situations (including issues relating to health, long term conditions, housing, disability, mental health or ageing), along with their families and carers, enabling them to:</p> <ul style="list-style-type: none"> • Access information in a variety of ways that are useful • Be heard, in control and make choices • Identify their personal strengths, goals and needs • Find practical (non-service) ways of doing the things they want or need to do • Develop and use personal and local networks • Plan for the future and use practical support to make it happen • Connect with, be part of, and contribute to local community life • Access support and services if required – in the right place & at the right time • Reduce need for or dependency on formal, funded services, wherever possible. <p>To build strong partnerships with communities, agencies and services (including Multi Disciplinary Teams) to develop and increase their capacity to meet people's needs and those of their families and carers.</p> <p>To contribute to the consistent and effective delivery of Local Area Coordination.</p> <p>The job description is based on national and international Local Area Coordination responsibilities, capabilities and Principles, whilst reflecting the generic responsibilities and values of Haringey Council.</p>

Main Responsibilities
<p>Individual, Family / Carer, Community Support and Coordination</p> <p>1. Get to know, build and maintain effective working relationships with around 40 to 65 individuals at any one time who are / could be facing complex life situations (including issues relating to disability, mental health and ageing) and their families / carers and local people within communities across a local area.</p>

2. Assist people to clarify their goals, strengths and needs, and where appropriate enable them to develop a plan to pursue their life aspirations and build resilience.
3. Assist individuals and families / carers to develop and utilise personal and local community networks to develop practical solutions to meet their aspirations and needs.
4. Support and promote opportunities for the involvement, participation and contribution of people (who may be disabled, older, or have mental health issues) and families/carers in a range of ways including within community groups and cross-Council initiatives; and ensure citizens are enabled to influence policy and decision-making at a range of levels.
5. Support people to access accurate, timely and relevant information and assist individuals, families and communities to access information through a variety of means.
6. Promote self-advocacy, provide advocacy support or enable access to independent advocacy as required.
7. Assist individuals and families to access, navigate, coordinate and control the support and resources they need to pursue their aspirations and needs, including access to funding as appropriate.
8. Build effective partnerships and working relationships with a wide range of colleagues and partners. This will include working in multi-disciplinary settings, preparing appropriate reports, making presentations and contributing to the development of appropriate initiatives and effective policy and practice.
9. Build, maintain and develop effective working partnerships and relationships with statutory services regarding early identification of and effective responses to safety and safeguarding concerns.

Community Capacity Building

10. Develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities.
11. Develop partnerships with individuals, families, local organisations and the broader community to promote opportunities for contribution by all members of the community and build a more inclusive community.
12. Develop a sound understanding of the key issues in the local area for people who may be disabled, older or have mental health issues, and families / carers in order to advise and inform planning and policy development.

Administration and Information Management

13. Organise and maintain administrative records/data sharing within Council protocols and contribute to the effective operation of the programme and team.
14. Ensure proper records are maintained for all people supported in the local area through use of an endorsed data system, providing information and data for reporting purposes, updating information resources, and responding to requests for information in a timely manner and in line with Directorate policy and procedure.
15. Manage and administer all aspects of a Local Area Coordination discretionary budget in accordance with agreed policies and accountability benchmarks and signpost individuals and families to personal budget support processes.
16. Ensure the concept and practice of Local Area Coordination is understood and communicated appropriately to people with disabilities, older people, people with mental health issues, families / carers, communities, colleagues, partners and senior Managers.
17. Prepare appropriate reports and monitoring data to support evaluation, and to present information and provide advice within own area of expertise in order to support and influence decision making.

Professional Development and Supervision

18. Participate effectively in supervision, performance and development reviews, team meetings, working groups and other meetings as required, with a view to ensuring personal and organisational continuous improvement.
19. Pursue development opportunities as agreed with the line-manager, and utilise the learning from these opportunities in practice
20. Participate in the training of new employees, colleagues, and partner agencies where required to support the development of the service
21. Participate in the introduction and development of new systems and procedures including those based on IT.
22. Work in line with relevant policy, procedures and legislation including the Care Act 2014, Mental Capacity Act 2005 and The Mental Health Act 1983.
23. Participate in the Council's major disaster plan and processes as required
24. Carry out such duties that are commensurate with the grade of the post.

Generic Responsibilities

Leadership & Management

- Participate in and contribute, as appropriate, to the implementation of the modernisation/ transformation of Services (e.g. Health, Housing, Social Care) in Haringey.

Forward Planning

- Participate in and contribute, as appropriate, to the effective implementation and monitoring of relevant policies and procedures.

Financial Management

- To make effective use of resources within designated cash limited budgets
- To carry out all delegated decision making in accordance with the Council's Financial Regulations, policy, procedures, standing orders and statutory requirements

Service Quality

- Ensure the principles of coproduction are evident in their practice with individuals and families so that it is their final judgement of constitutes success and good quality having been equal partners in any decision making. Contribute to the design, review & improvement of the programme through co-production with local community members
- Contribute to the maintenance and updating of management information in accordance with Directorate policies, procedures and statutory requirements.

Professional Practice

- Working to the principles of Local Area Coordination & values of inclusion support individuals and families to plan and implement their vision for a good life. Working in ways that help them build resilience and maintain or develop their family & community relationships.
- Through those trusting relationships assist people to connect to and contribute to their community and when needed access or make choices around service use, maintaining individual agency & control and minimising dependency on any paid support.

Professional/ Technical Expertise

- Prepare and present reports (written and verbal) and undertake appropriate written recording, in line with Council procedures, as required.

Collaboration

- Build and nurture relationships and partnerships with a range of people and organisations at the individual, family, community and systems levels.

Communication

- To support people, access accurate, timely and relevant information about opportunities, connections, resources supports and services, and assist individuals, families and communities to access information through a variety of means.

Managing Diversity and Equality

- Understand the effects of discrimination and exclusion against certain groups of service users, carers/ families and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.

Safeguarding

- Actively participate in and contribute to, the implementation of all aspects of Haringey Council safeguarding policies and procedures.

Health and Safety and Data Protection

- Be aware of and comply with current Health and Safety regulations and those of Haringey Council and of relevant partner organisations (e.g. NHS partners) as they relate to the duties and responsibilities of the post.
- Carry out all duties with due regard to the provisions of Data Protection legislation and the use of such data.

Additional Duties

To undertake any additional duties commensurate with the post as may be required by the Director.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Knowledge	
1. Understanding of, and commitment to, the principles and values of Local Area Co-ordination and to fairness and equity in our communities	E
2. Experience of working alongside and supporting individuals and families from a variety of backgrounds, and with varying abilities, strengths and needs, in a positive, person centred way.	E
3. Experience in assisting people to clarify their goals, strengths and needs, and where required, assist them to develop a plan to pursue their life aspirations.	E
4. Experience of supporting people to build and sustain natural relationships/circles of support	E
5. Experience in influencing, managing and supporting change at the individual, family, community and/or organisational levels.	E
6. Understanding and practical experience of self-advocacy and advocacy.	
7. Knowledge of the local and national policy context across health and social care	E

services for people of all ages (including those who maybe living with a long-term condition, be disabled, experience mental health issues, be older and their families/carers.)	E
8. A good understanding of the issues facing Haringey's communities	E
Service Specific Skills / Abilities	
1. Excellent communication and negotiation skills to build and nurture relationships and partnerships with a range of people and organisations at a personal, service and community level.	E
2. Able to set goals, manage own work and competing priorities, using initiative and exercising judgment.	E
3. Capable of working with a degree of autonomy, analysing issues and reaching creative solutions.	E
4. Able to record and present complex issues in a clear and concise manner both verbally and in writing.	E
5. Able to work closely and effectively with a wide range of professionals, agencies, communities and people from diverse backgrounds.	E
6. Able to constructively challenge existing processes and practice.	E
7. Able to identify and respond appropriately to potential safeguarding situations, whilst maintaining a positive relationship and longer-term support.	E
8. Able to identify existing resources and opportunities within communities and, with communities, support creative responses to build stronger, more resilient, better resourced, more welcoming and inclusive communities	E
9. Able to effectively manage a local budget for non-recurrent, innovative responses.	E
10. IT skills and ability to use Microsoft Office applications effectively	
Qualifications	
<ul style="list-style-type: none"> Substantial experience of working with individuals and communities to find solutions to complex issues. 	
Or	E
<ul style="list-style-type: none"> Relevant qualification in Community Development, Education, Health or Social Care – degree or post-graduate degree level or equivalent. 	

Main Contacts & Other Information
<p>Connected Communities Team</p> <p>Adult Social Care</p> <p>CYPS</p> <p>Libraries</p> <p>Community Groups</p> <p>VCS</p> <p>Homes for Haringey</p>

GP's and health professions

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	10 - 20%	Use of a computer.	Yes	15%
Audio typing.	No		Crisis or conflict situations.	Yes	5%
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	Yes	60 – 70%	Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No