

## LONDON BOROUGH OF HACKNEY

# JOB DESCRIPTION

<b>POST TITLE:</b>	Shared Lives Co-ordinator
<b>DIRECTORATE:</b>	Children's, Adults and Community Health
<b>SERVICE:</b>	Adult Services
<b>GRADE:</b>	P02
<b>LOCATION:</b>	Hackney Service Centre
<b>RESPONSIBLE TO:</b>	Shared Lives Manager

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### **PURPOSE OF THE JOB**

As a Shared Lives Co-ordinator at Hackney Shared Lives, you will play a vital role in coordinating and promoting the Shared Lives service to ensure individuals can access the care and support they need to lead fulfilling lives. You will manage a caseload of Shared Lives carers and individuals accessing the service, promoting and recruiting new carers, and collaborating with internal teams to enhance the service's reach and visibility.

The Hackney Shared Lives Scheme is in a period of growth and development, and this role plays a key part in supporting this expansion.

A primary aim is to assess and recruit new Shared Lives carers, as well as to evaluate the needs of younger people and adults, ensuring they are suitably matched in a Shared Lives arrangement.

Additionally, the post holder will ensure compliance with Care Quality Commission (CQC) regulations, maintaining high standards of care and safety within the Shared Lives Scheme.

### **Key Duties and Responsibilities:**

#### **Promoting and Recruiting New Shared Lives Carers**

- Actively promote the Shared Lives scheme to attract new carers through various channels, including presentations, meetings, and events.

- Work with the Registered Manager and the communications team to develop and implement a targeted communication strategy, ensuring effective promotion of the service across Hackney's social media platforms, Love Hackney Magazine, and the Council website.
- Maximise community engagement by distributing promotional materials in local venues such as job centres, libraries, and community centres to raise awareness of the scheme.
- Develop and implement recruitment campaigns to attract suitable applicants, focusing on building diverse carer networks and reaching underserved populations.
- Work closely with local teams, including social workers, to facilitate appropriate referrals and ensure the service meets the needs of potential service users.
- To recruit and develop a flexible day care offer. Providing a home based day care provision within the carers home. Assessing and training the carer to offer more choice to vulnerable people.

### **Coordinating Care and Support for Individuals**

- Coordinate all aspects of care and support for individuals accessing Shared Lives, including undertaking assessments, writing support plans, and reviewing arrangements regularly to ensure support is strength-based and outcome-focused.
- Work collaboratively with colleagues in the NHS, Integrated Care Board, Mental Health Service, and other relevant teams to meet the needs of individuals across various client groups.
- Assist in matching individuals with appropriate Shared Lives carers, ensuring a person-centred approach that supports the individual's preferences and goals.
- Support individuals and their families throughout the matching process, providing information and reassurance before, during, and after placements.

The post holder will establish links with family carers and persons representative groups to ensure that their views and ideas help shape the service. They will also facilitate partnership working across relevant organisations, agencies and teams in order to develop and promote Shared Lives, including building on best practice and expertise.

### **Supervision and Support of Shared Lives Carers**

- The post holder will supervise, support and manage their own caseload of Shared Lives carers and individuals with a Learning disabilities and a mental health concern.
- This will include working with colleagues in the Integrated Learning Disabilities Team and Mental Health Services including the hospital discharge team to attend professional/case meetings, hospital discharge meetings.

- Screen referrals and dealing with urgent/emergency visits/assessments.
- The recruitment and assessment of new carers and the matching of these carers to people requiring a service.
- The post holder will also make themselves available for any other meeting on a case-by-case basis for example assessment, reviews and mental capacity assessments etc.
- They will also support the other Shared Lives co-ordinators within the service with the wider cohort of people being supported in Shared Lives as part of the team.

### **Undertaking Assessments and Reviews**

- Conduct comprehensive assessments of applicants wishing to become Shared Lives carers, including managing all vetting checks, references, and other regulatory processes.
- Present findings to the independent approval panel within agreed timelines, ensuring that decisions are made in accordance with best practice and regulatory standards.
- The post holder will undertake Shared Lives carer reviews and contribute to Shared Lives persons reviews within expected timeframes, fully involving all relevant persons. They will be responsible for undertaking regular, key, monitoring visits and contacts within the best practice and regulatory timescales and will be responsible for all aspects of monitoring and supervising the Shared Lives carer and will offer guidance and support, identify training needs and raise concerns where issues are established following safeguarding processes where necessary.
- In addition, the post holder will work with new referrals, undertake assessments working with people, their families and their wider support network and ensure that users of the service are matched appropriately to Shared Lives carers. They will provide on-going support to Shared Lives carers, users of the service and family carers prior to, during and following arrangements.

### **Collaboration and Partnership Working**

- Work collaboratively with a range of internal and external agencies, including health professionals, social services, housing, and other relevant bodies to ensure a coordinated response to the needs of Shared Lives people and their carers.
- Facilitate effective joint working and information exchange to ensure the smooth operation of the service and support continuity of care for individuals.
- Establish strong links with family carers and user representative groups to ensure their views are considered in service development and improvement.
- Work with the brokerage team to ensure appropriate and accurate payments are made to carers and assist carers if payments are delayed or incorrect.

- The post holder will liaise with partner agencies (such as social work teams, other provider services, health professionals, GPs, benefit agencies and CQC) and facilitate effective joint working and information exchange to support the person being supported in Shared Lives and their Shared Lives carer.

### **Contributing to Service Development and Strategic Goals**

- The post holder will contribute to the development and maintenance of the Shared Lives model in Hackney and support recruitment campaigns to attract new applicants and carers into the Shared Lives scheme.
- They will publicise the service to potential Shared Lives carers to attract potential carers. This may be in the form of presentations, meetings or other events as appropriate. They will also publicise the service to social work teams to facilitate appropriate referrals into the service.
- The post holder will contribute to the development of Shared Lives to ensure that national standards are met, and local requirements are built into any programme of support and development. They will maintain an up-to-date knowledge of the statutory functions of the department including legislative, policy and service developments that affect the provision of Shared Lives and produce reports as necessary.
- To work with the manager to create community based services under the umbrella of the shared lives model. This includes flexible day opportunities, respite, short stay and long term placements.
- Working on the leaving care pathway to ensure that young adults have a seamless transition to adult services -by assessing the foster carer into shared lives and liaising with the relevant social work teams.

### **Administrative and Reporting Responsibilities**

- Maintain accurate records of all assessments, reviews, and visits in accordance with statutory and regulatory requirements.
- Provide written and verbal reports on individual Shared Lives arrangements as requested by the Scheme Manager.
- Use information technology systems efficiently to carry out administrative duties and improve service delivery.

### **Training and Professional Development**

- Participate in regular training and development activities to enhance skills and knowledge in line with the responsibilities of the role.
- Attend and contribute to supervision, team meetings, and other professional events designed to improve service delivery and team collaboration.

- To keep up to date with national legislation and guidance and to support projects which develop new policies and procedures according to new government guidance and legislation.
- To use and assist others, including Shared Lives carers, in the use of information technology systems to carry out duties in the most efficient and effective manner.

### **Ensuring Compliance and Safeguarding**

- Adhere to the highest standards of safeguarding practice, ensuring that all Shared Lives carers and people in the scheme are supported in a safe and secure environment.
- Take appropriate action to address any safeguarding concerns, following the necessary protocols and procedures.

### **Additional duties**

- Occasional work outside normal office hours.
- Hackney shared lives has nearly half of all placements outside the borough and for this reason, the post holder will need to navigate with supporting the carer/person online frequently travelling to visits outside Hackney.
- Demonstrate a commitment to equality of opportunity for all groups of staff and service users and challenge discrimination, racism, sexism or any other forms of unjust behaviour.
- Demonstrate commitment to the Council's core values of public service, quality, equality and empowerment.
- To be willing and flexible to travel to out of borough arrangements and occasionally work outside of normal office hours to fit in with Shared Lives carer's competing commitments.
- To maintain the highest professional standards for Shared Lives in accordance with Hackney Council's Policy and to monitor service delivery to ensure that the required standards are attained.
- To use and assist others, including Shared Lives carers, in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the Council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.

- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy (Equal Opportunities Policy)
- To undertake other duties commensurate to the grade of the post and deputise for the Shared Lives manager as required.
- To contribute to recording risk and providing, supporting any mitigating factors. To be able to escalate risk to the relevant and responsible mental health team/worker and working in partnership with the team.
- To be able to respond to a crisis by contacting the relevant department i.e. crisis resolution team or AMHP service as well as the allocated team to seek advice and work in partnership to resolve the concern.
- To support the Shared Lives Carers in promoting good medication management with the individual service user by prompting, encouraging and reporting any errors or changes etc.

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***

## LONDON BOROUGH OF HACKNEY

# PERSON SPECIFICATION

<b>POST TITLE:</b>	Shared Lives Co-ordinator
<b>DIRECTORATE:</b>	Children's, Adults and Community Health
<b>SERVICE:</b>	Adult Services

### Skills and Abilities

- Significant experience working with vulnerable adults, including those with mental health issues, learning disabilities, and individuals requiring substantial support.
- Experience working with individuals from black and minority ethnic communities in inner-city areas.
- Proven ability to work effectively in partnership with carers, social workers, and other professionals, agencies, and organisations to provide integrated support.
- Experience supervising and supporting people within a social care or health setting, ensuring that both service users and carers receive the necessary guidance and resources.
- Strong knowledge of health and social care legislation, including the Care Act 2014, Mental Capacity Act 2007, and safeguarding processes.
- Familiarity with regulatory requirements relevant to Shared Lives, including CQC registration and the Essential Standards of Safety and Quality for Shared Lives (Health and Social Care Act 2008, Regulated Activities Regulations 2010).
- Ability to identify training needs and deliver training to Shared Lives carers to enhance their skills and ensure service quality.
- Ability to assess individuals' needs and match them with appropriate Shared Lives carers based on compatibility, needs, and goals.
- Strong problem-solving skills, able to make informed decisions under pressure and adapt to changing circumstances.
- Proven ability to prioritise workload, manage competing demands, and work to tight deadlines.
  
- A demonstrated commitment to the core values of public service, quality, equality, and empowerment in service delivery.

## **Work-Related Experience**

- Substantial experience in adult social care, health, or related services, particularly in assessment and care management roles.
- Experience working with individuals with mental health issues, learning disabilities, or other substantial support needs, ensuring tailored support is provided.
- Experience working with individuals from diverse racial, cultural, and socio-economic backgrounds, and sensitivity to their needs and perspectives.
- Experience using and understanding IT systems, including databases, word processing, email, and spreadsheet applications, to support service delivery and administrative tasks.

## **Service-Specific Knowledge and Understanding**

- A strong understanding of the legal and statutory framework for social and mental health care, including the 2007 Mental Health Act, the Care Act 2014, and the role of the Care Quality Commission (CQC).
- Good understanding of the Shared Lives model, its philosophy, objectives, and the criteria for eligibility and registration of Shared Lives carers.
- Knowledge of safeguarding standards, procedures, and policies to ensure the safety and wellbeing of service users and carers.
- Understanding of the adult placement carer registration process, including eligibility criteria and required assessments.

## **Communication Skills**

- Excellent written and verbal communication skills, with the ability to convey complex information clearly and sensitively to diverse audiences.
- Ability to deliver presentations to a wide range of audiences, including potential carers, social work teams, and other stakeholders, promoting the Shared Lives service.

- Ability to engage effectively with carers, service users, and other professionals, advocating for the needs and rights of those being supported in the Shared Lives scheme.
- Proven ability to produce clear, comprehensive assessment reports, reviews, and other documentation in accordance with regulatory requirements.

### **Technical Skills**

- Proficient in using IT systems, including databases, word processing, email, and spreadsheets, to manage data, produce reports, and communicate effectively.
- Ability to collate, analyse, and produce data in various formats, including comprehensive reports and assessments, to inform decision-making and service improvement.

### **Qualifications**

- Approved social work qualification or other relevant professional qualification in Health & Social Care (e.g., NVQ Level 4 / QCF Level 5 or above).
- Commitment to continuous professional development, with a willingness to acquire new skills and knowledge relevant to the role.

### **Other**

- This role will require you to obtain an Application Enhanced clearance from the Disclosure and Barring Service (DBS).

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