

Beyond Dementia is committed to the provision of a range of flexible services which give people with Dementia and their carers real choice while maintaining as much independence and control over their lives as possible. We believe that:

- the interests of service users should be safeguarded at all times;
- entitlement to service should exist regardless of gender, sexual orientation, cultural, religious, or ethnic background;
- the social, cultural, ethnic, and religious background of all service users should be respected.

Job Title	Regional Home Support Care Coordinator
Job Role	To be responsible for the operational coordination and deployment of the Home Support team within the assigned geographical regions, ensuring staffing resources are effectively allocated to meet service demand, maintain continuity of service, and support positive outcomes for service users and their carers.
Allocated Office Base	Trinity House, Bryer Ash Business Park, Trowbridge, Wiltshire BA14 8HE. While this role is typically based at Trowbridge, the office base can be agreed to best support both the needs of the service and the successful candidate. This position operates on a hybrid basis, requiring a mix of office-based, community-based, and remote working, as dictated by the duties of the role and the needs of the organisation.
Location	Within the geographical area of Wiltshire defined by the North and South Home Support Regions. The post holder is expected to work flexibly across the organisation and may be required to attend or work from other sites.
Grade	Scale point 21 – 23 (£26,177.94 - £ 27124.04 pro rata per annum).
Hours of Work	18 hours per week. Workdays and daily hours to be decided in consultation with line manager. Between the Regional Home Support Care Coordinator and Regional Home Support Managers, it is expected that coverage is ensured for all working days of the week.
Responsible To	Line-Manager
Accountable To	Beyond Dementia's Chief Executive Officer on behalf of the Board of Trustees.

Confidentiality The post holder will be expected to abide by Beyond Dementia's confidentiality policies. All employees are required to observe the strictest confidence with regards to any service user information that they may have access to, or accidentally gain knowledge of, in the course of their duties. All employees are required to observe the strictest confidence regarding any information relating to their work and the organisation's employees. You are required not to disclose any confidential information either during or after your employment with Beyond Dementia, other than in accordance with the relevant professional codes.

This job description outlines the principal duties and responsibilities of the post. It is not intended to be an exhaustive list, and the post holder may be required to undertake other duties that are reasonable, commensurate with the role, and consistent with the needs of the service and the organisation.

The responsibilities of the role may evolve to reflect changes in operational requirements, service development, legislation, regulation, or organisational priorities. This job description will therefore be subject to periodic review and may be amended following consultation with the post holder.

This document is provided for guidance and does not form part of the contract of employment.

Main Responsibilities

To direct, plan and co-ordinate the effective deployment of support workers as a continuous process to ensure their knowledge, skills, experience and time available are capable of meeting service user's care needs including their cultural, language and religious needs and any sensitive issues, with a clear attempt to minimise changes in care staff to service users.

To include (but not limited to):

- Undertaking the weekly allocation of work schedules for support workers, ensuring schedules and all relevant information is communicated in a timely and effective manner.
- Managing both planned and unplanned absences, ensuring timely communication of any changes to both service users and the team.
- Function as a key point of contact for regional support worker teams, providing responsive support and maintaining effective communication across the service.
- Managing and monitoring support workers electronic monitoring compliance.
- The provision of advice and support to service users as required in a sympathetic and constructive manner.
- Record and report all complaints and any issues regarding the quality and legislative requirements concerning the service.
- To ensure that human resources, equipment, and materials are used effectively, appropriately, and economically.
- Coordinate and participate in the induction of new starters, providing guidance, information, and support to facilitate a positive onboarding experience.
- Promote and assist in the implementation of all appropriate systems in line with legislative requirements including, the monitoring of such and taking corrective action as required to meet and adhere to changing operational and regulatory requirements.
- To undertake other duties, commensurate with the role, as required by the operational needs of the service.

General Duties

As part of this role, you will be expected to:

- Uphold and promote the organisation's values, ensuring all interactions are undertaken with professionalism, integrity, and respect.
- Promote equality, diversity, inclusion, and individual rights in all aspects of your work.
- Maintain confidentiality and ensure information is managed in accordance with data protection legislation, organisational policies, and best practice.
- Support the effective operation of services through collaborative working with colleagues, volunteers, professionals, commissioners, and external stakeholders.
- Contribute to the continuous improvement of services by identifying opportunities to enhance quality, efficiency, and outcomes.
- Maintain accurate records, reports, and management information in line with organisational requirements.
- Recognise, respond to and report safeguarding concerns in accordance with organisational policies and statutory responsibilities.
- Promote and maintain a positive culture of health, safety and wellbeing for staff, volunteers, service users, and visitors.
- Attend and actively participate in mandatory training, supervision, team meetings, appraisals and

continuing professional development activities.

- Support organisational initiatives, events, fundraising activities, and community engagement opportunities where appropriate.
- Represent the organisation professionally and function as a positive ambassador for its services and values.
- Perform all duties in accordance with relevant legislation, regulations, policies, procedures, and organisational standards.