

The Home Support Coordinator plays a key role in the day-to-day operational delivery of the Home Support Service. Working as part of a team, the postholder is responsible for coordinating and deploying staffing resources to meet service demand, ensuring continuity of support and the effective operation of services across their assigned geographical areas.

The role acts as a central point of coordination for support workers, service users, carers, and stakeholders, ensuring that staffing, referrals, communications, and service delivery are managed efficiently and responsively. Through effective workforce planning, team support and operational oversight, the Home Support Coordinator helps to ensure high-quality, person-centred services that enable people to remain independent within their own homes and communities.

Essential Requirements

Qualifications and Compliance

- Enhanced DBS check satisfactory to the organisation.
- Two satisfactory employment references.
- Commitment to ongoing professional development and learning.
- Willingness to undertake all mandatory training required for the role.

Experience

- Experience of coordinating teams, services, or resources within a care, health, social care, voluntary sector, or customer-focused environment.
- Experience of coordinating multiple tasks and responding effectively to competing demands.
- Experience of providing administrative and operational support to teams.
- Experience of maintaining accurate records and using IT systems.

Skills & Knowledge

- Strong organisational and planning skills.
- Excellent communication skills, both written and verbal.
- Ability to build and maintain positive working relationships.
- Ability to analyse information, identify solutions and make informed decisions.
- Ability to work independently whilst contributing positively to a wider team.
- Competent in the use of Microsoft Office applications and electronic rostering or case management systems.
- Understanding of confidentiality, data protection, and information governance requirements.

Personal Attributes

- Highly reliable, professional, and adaptable.
- Positive and initiative-taking approach to problem-solving.
- Committed to delivering excellent customer service.
- Demonstrates integrity, accountability, and discretion.
- Shares the organisation's values and commitment to supporting independence and wellbeing.

Desirable Knowledge, Skills, and Experience

- Previous experience within domiciliary care, home support, or community-based services.
- Supervisory or team leadership experience.
- Experience of workforce planning, scheduling, rota management, or operational deployment of staff.
- Understanding of person-centred care principles and the importance of delivering high-quality services.

- Knowledge of safeguarding principles and procedures.
- Understanding of the challenges faced by people requiring support to maintain independence in their own homes.
- Experience of inducting and supporting new starters.
- Understanding of CQC regulatory requirements.
- Knowledge of Wiltshire's health and social care landscape.