**Living Options Devon - Job Description**

**Job Title:** Supervisor (Waiting Well Project)

**Responsible to:** Operations Coordinator (Waiting Well Project)

**Hours:** 24 hours per week

**Salary:** £25,991 (Scale 20)

**Job location:** Exeter based with remote working as required

**Contract term:** Temporary – March 2023 with option to extend,

funding permitted.

**Period of Notice:** 1 month

**Living Options Devon**

**Background/context:** Living Options Devon (LOD) is a charity and a company limited by guarantee founded in 1990.Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

**Waiting Well Project**

Due to the COVID pandemic, Elective Care waiting lists have increased significantly. Devon’s Clinical Commissioning Group (CCG) and Living Options Devon are working in collaboration to achieve the project aims:

* Empower patients to make decisions about their ongoing care and their condition
* Improve the experience for patients while they are waiting for elective care treatment by ensuring they are connected with local community assets and any other services that support people to maintain independence
* Identify potential health barriers to health inequalities

Following a waiting list validation process being undertaken by the NHS/CCG, Living Options Devon will receive a list of patients that would be suitable for community, non-medical support around a range of issues including:

1. Low confidence/poor spirits/lower mood than normal
2. Guidance around what local community support is available
3. Talking to people in the same position or meeting as part of a group

**Purpose of the Role**

The Postholder will support the Operations Co-ordinator (Waiting Well Project). The post-holder will support the staff team to offer a person centred holistic service which keeps people safer whilst waiting for Elective Care, diagnostics or for a medical appointment through community support and connectedness. The post-holder will also provide direct client support for 2 days of their time.

**Main Duties, Responsibilities and Key Tasks:**

* Supervision, operational support and ongoing training of front line staff
* To provide direct client support offering a person centred holistic service which keeps people safer whilst waiting for Elective Care, diagnostics or for a medical appointment through community support and connectedness.
* To ensure the team provide up to date information, advice for people referred to LOD through the website, telephone etc
* To ensure the team and sub contractors log all client and partner contacts onto the LOD Customer Relationship Management (CRM) system
* To maintain good working relationships with partners and collecting feedback as required by the Operations co-ordinator.
* To provide LODs Research Lead data and monitoring sheets as required
* To support the Operations Co-ordinator in the allocation of the referrals and monitoring sheets relating to the area of Devon covered by LOD
* To deputise for the Operations co-ordinator including liaison with the Devon Referral Support Service (DRSS) relating to referrals for those people who are waiting for surgery, and allocating them to the appropriate team member and/or our partner organisation for support to live safely whilst they are waiting for surgery and maintain good working relationships.
* Liaise with LODs Marketing Lead and Charity Hub Lead regarding using the website to provide information and marketing the service, social media, publicity and mailings.

**Other Duties**

* Attend and participate in regular staff and team meetings.
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.
* Ensure relevant safeguarding policies and practices are adhered to

**NB:** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

# Person Specification

Add or take away what you feel is needed for the role

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge** | | |
| Knowledge of the health and social care system having worked within it as a health or social care professional |  |  |
| Understanding of the key issues affecting people waiting for surgery and those with a sensory impairment |  |  |
| Understanding of the importance of patient record related legislation eg safeguarding, confidentiality, GDPR etc |  |  |
| **Experience** | | |
| Previous experience of working as a health or social care professional or support worker |  |  |
| Working with clients on an NHS waiting list |  |  |
| Working with service users in a voluntary or paid capacity |  |  |
| Previous experience of allocating referrals to sub contractors |  |  |
| **Skills** | | |
| Ability to work alone and as part of a team |  |  |
| Highly motivated |  |  |
| Numeracy skills |  |  |
| IT skills (Word processing, excel, databases) |  |  |
| Excellent communication skills at all levels-both written and verbal |  |  |
| **Other** | | |
| Personal experience of disability or Deafness |  |  |
| Willingness to act as a team player but motivated when working alone |  |  |
| Flexible and co-operative attitude to work routine and variety of tasks |  |  |
| Interest in disability and Deaf issues |  |  |
| Desire to work in the field of disability |  |  |
| Respect for confidentiality |  |  |