

Job Description & Person Specification

Position: Senior Care and Play Coordinator

Reports To: The 'Hub' and Short Breaks Manager

Levelling Framework: 5A

Hourly Rate: £15.50 per hour

Contract: Permanent

Hours Per week: 20 (Work Pattern: Term Time: Monday, Thursday & Sunday (including some evening work) - hours to be agreed); School Holidays: Mon – Thurs (Fri – hours to be agreed)

DBS Level: Enhanced (plus Children Workforce)

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.

Kindness We create an environment where everyone can thrive. Our behaviours: Empathy – We understand diverse perspectives and experiences. Compassion – We are considerate of others and are generous with our time. Supportive – We build and maintain positive relationships. 	Respect We respect people's human rights and act with integrity. Our behaviours: Dignity – We value and respect people, recognising their right to choice. Integrity – We do the right thing even though no one may be watching. Fairness – We treat others how we would wish to be treated ourselves. 	Belonging We pride ourselves on being a Norwood Family. Our behaviours: Trust – We build a safe environment for people to flourish. Inclusivity – We value difference and celebrate diverse voices. Collaboration – We connect with others to form a positive community. 	Empowerment We enable people to reach their potential. Our behaviours: Accountability – We make a positive impact and get things done, owning our actions and decisions. Innovation – We encourage people to be curious. Ambition – We strive for success in everything we do. 
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Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

You will work closely with the Hub and Short Breaks Manager to ensure Norwood offers a flexible, fun and exciting provision for neurodivergent children and young people and those with a neurodevelopmental

disability from ages 5-25. The Senior Care and Play Coordinator will take a lead role in providing high-quality care, support and play opportunities for children and young people accessing the Short Breaks service.

You will drive and support the development of the future of our Short Breaks provision with innovative ideas for our weekday, weekend and holiday programmes, ensuring Norwood continually responds to the wishes, aspirations and needs reflected by the young people we support to offer a meaningful, flexible and creative offer. You will design, develop and deliver creative choice and cohort-based sessions, whilst working within the framework of OFSTED to ensure quality and compliance.

Key Accountabilities

Coordination

- Support with coordinating the Short Breaks programme in line with Norwood's values, ensuring safe, compliant, enriching and culturally appropriate experiences for neurodivergent children and young people and those with neurodevelopmental and physical disabilities.
- Review initial enquiries into the service for suitability and be the main contact for new parents/carers accessing the service
- Take responsibility for reviewing all care documents including care plans, behaviour support plans and risk assessments as required.
- Support on the review and evaluation of policies, processes and young people's experiences, identifying improvements and taking forward agreed actions to strengthen service quality.
- Support with reviewing health and safety procedures, ensuring all regular checks are completed and delegated as necessary

The Team

- Support and Mentor staff and volunteers to ensure personal and medical care is delivered in an efficient and compassionate manner.
- Directly deliver and provide support to colleagues to ensure all operational services are effective, holistic, responsive, deliver value for money and are compliant with best practice, regulatory and statutory requirement
- Support the wider Children and Families team when required
- Build and maintain relationships with colleagues within Norwood, schools, and external agencies in the Jewish community and more widely to evolve the existing offer as needs change, looking to best practice.

Service Delivery

- Support the Manager in the running of the Hub, ensuring it offers a welcome and inviting space for the community while maximising its use throughout the year.
- Ensure that all projects and activities are carried out in a manner which follows best practice and is compliant with all current legislation – including Safeguarding, Health & Safety, Ofsted, CQC and regulatory frameworks whilst managing risks to promote independence.
- Provide direct, high-quality care and support to children and young people, including those who are neurodivergent, disabled or have complex support needs.
- Support with the implementation of support strategies as directed by the Manager.

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Date Updated:

- Work closely with families of children and young people accessing the service when identifying children's wishes, needs and planning support, and to develop and maintain positive, professional partnerships with families.
- Support and have fun with the young people in the service.
- Provide personal care, medication support and health-related assistance where required and in line with training, policies and individual care plans.
- Attend relevant training as required to the role

Person Specification

	Essential	Desirable	Evidence
Qualification(s)	• An appropriate qualification at Level 3 or equivalent	• A qualified PBS supervisor	Cover Letter / CV / Onboarding
Experience	• Experience of coordinating or taking a lead role within teams that deliver high quality, responsive, holistic services for neurodivergent children and young people. • Experience of working with neurodivergent children, young people and parents/carers and of facilitating an inclusive child-centred service. • Experience of devising, leading and evaluating innovative programmes in a child-related setting.	• Experience of contributing at to strategic development of operational services • Experience of contributing to financial and budget management • Experience of delivering of culturally specific services	CV / Interview / Onboarding

	• Experience of working in partnership with other agencies and organisations. • Recent experience of working within regulatory frameworks and taking responsibility for maintaining compliant practice, including Ofsted, CQC and contract compliance requirements.		
Knowledge & Training	• Knowledge and understanding of the range of interventions and approaches that can be used to support neurodivergent children and young people. • Have a working knowledge of various communication aids including Makaton, PECS, AAC, Inprint. • Knowledge and understanding of safeguarding policies and procedures • Must be a team player and ability to work with	• Experience of applying PBS principles in previous roles • Health and Safety at Work. • Experience with CRMs or databases	Cover Letter / CV / Interview

	other to achieve shared objectives. • Ability to motivate, guide and influence colleagues to understand the importance of inclusion and improve standards of inclusive practice. • Demonstrable ability to design, lead and evaluate innovative sessions that support neurodivergent young people to develop new skills in a fun environment. • Excellent written and oral communication skills and the ability to communicate with people in a form and manner that is consistent with their level of understanding, culture, background and preferred ways of communicating. • Ability to anticipate and identify potential gaps in service delivery and take appropriate action to self-rectify.		
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	• Excellent time and task management skills and ability to work under pressure and to deadlines. • The ability to use observation to inform assessment and planning. • Flexibility, initiative and the ability to respond appropriately to child and family need • Excellent active listening and problem-solving skills. • IT skills to fulfil administrative requirements of the post including excel, word and powerpoint.		
Personal Qualities & Attributes	• Is ambitious, seeking to deliver a greater range of services to more people within our communities and prepared to take risks to drive improvements and growth • Embraces change and respond positively to new opportunities	• Sense of proportion	Cover Letter / CV / Interview

	• Ability to relate well to children and adults with a commitment to person centred practice. • Ability to motivate and influence others with initiative and enthusiasm Excellent timekeeping		
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All roles require a DBS check and satisfactory clearance under Norwood's safer recruitment policies. We are committed to safeguarding the wellbeing of our people and maintaining a respectful, safe environment.

This job description is not exhaustive and may be updated as accountabilities evolve.