



Job Description and Person Specification – Complex Care Coordinator

Overall purpose of the job:

Reporting to the Complex Care Lead, the role has operational responsibility for the day to day management and performance of identified Complex Care services. The post holder will play a leading role in the management and development of services ensuring people we support and families/carers are actively engaged, utilising resources to ensure goals and objectives are met.

The post holder will be responsible for leadership, providing direct support and supervision to Team Leaders within identified services, be responsible for the setting and delivery of budgets and for quality and regulatory compliance.

In accordance with Choice Support's purpose, provide people we support the opportunity to be happy by working with them to create a home with support that offers them safety, opportunity and choice over their lives and how they live them.

Main duties and responsibilities:

1. To line manage Team Leaders, ensuring a consistent approach to supporting people with complex care needs including all aspects of supervision and adherence to best practice models.
2. To ensure people we support are at the heart of everything we do including staff rotas and activities.
3. To ensure that support and planning for individuals is personalised and of the highest quality and is done in collaboration with the individual and their families.
4. To support the transformation and development of services through the provision of strategic thinking and the generation of ideas, including identifying in service provision and improvements in service development in line with best practice and in partnership with all stakeholders.
5. Work closely with the Complex Care Lead and Positive Behaviour Support Team to ensure all support is in line with best practice.
6. To set the standards, lead by example and respond effectively and proactively in a timely fashion, to the varied challenges of multi-faceted service delivery and stakeholder needs.
7. To ensure individual documentation is regularly updated, read and understood by all staff members.
8. To build effective relationships with all stakeholders including people we support, families, carers, commissioners, health professionals and referring agencies.
9. Promote a positive open culture within teams, ensuring team meetings and development days take place with appropriate regularity.

10. Ensure CQC compliance within relevant services and willing to apply for Registered Manager with CQC if required..
11. Oversee the day-to-day operations of existing complex care placements, dealing with and resolving any issues or concerns as they arise directly.
12. Provide regular reporting to the Complex Care Lead, maintaining accurate records, in line with agreed timescales, and analysing data to identify gaps in service provision, providing recommendations in line with the best practice.
13. To support the development of future service models through the provision of strategic thinking and ideas generation.
14. Effectively administer the service budgets as directed by the Complex Care Lead, managing and monitoring appropriately in line with required contribution levels.
15. To maintain confidentiality and respect the dignity and privacy of individuals in line with Choice Support Policies and procedures.
16. To maintain service wide adherence to Choice Support policy, procedures, guidelines, and best practice.
17. To ensure Health and safety standards are reflected in work practice.
18. To ensure staff induction, training, development, staff supervision and appraisals are planned, undertaken, monitored and reviewed.
19. To deploy staff resources appropriately to economic usage within the rota and, with Team Leaders, plan staff availability to cover support needs and to share staff resources across services.
20. To support Team Leaders to effectively manage absence, conduct and performance issues in accordance with Choice Support policy and procedure
21. Ensure the services are managed safely and all policies and procedures are followed.
22. Ensure understanding of and compliance with MCA, DoLS and safeguarding including best interest meetings.
23. There is an expectation that the work will include significant administration tasks including but not limited to: - report writing, preparing for tenders, audits, budgetary management including commentaries on variances.
24. To support the Complex Care Lead in the continued development of placements to meet current and future needs of people and the implementation of innovative new developments in line with corporate strategy, government policy and commissioner requirements.

This job description may be subject to review and change in consultation with the post holder.

Person Specification: Complex Care Coordinator

This person specification lists the characteristics necessary for you to perform the job of Complex Care Coordinator . It may be supplemented by additional criteria according to the specific needs and wishes of the person (s) that you are paid to support and their right to exercise control over their own lives and to determine the support that they receive.

1. Work within the vision and values of Choice Support.

2. Two years' experience of management within Social Care.
3. Know how to motivate and inspire people.
4. Be outcomes focused and tenacious in a challenging environment to make things happen.
5. Possess a genuine love of working with people with a range of complex support needs and making a real difference to their lives.
6. Demonstrate considerable experience of working in an operational role managing services for people with a range of needs.
7. Demonstrate excellent leadership skills.
8. Demonstrate experience in evaluating both internal and external factors that may have an impact on service delivery.
9. Demonstrate experience of effective multi-disciplinary working.
10. Demonstrate experience of working under own initiative.
11. Have vision and abilities for managing multiple services and of utilising resources effectively.
12. Have substantial experience in the social care field including at management level or equivalent transferable skills.
13. Possess excellent verbal and written communication skills including confidence in working with external agencies.
14. Be computer literate.
15. Have experience of managing HR processes.
16. Have the ability and motivation to work closely and empathetically with families and carers.
17. Proven leadership ability, proven skills in budget control, quality assurance, rota writing supervision, sickness absence management, performance management and team building.
18. Be able to challenge and compromise as necessary.
19. Have a thorough understanding of the issues which face people with a learning disability including a working knowledge of the Care Act 2014 and Mental Capacity Act 2005.
20. Demonstrate enthusiasm and a positive attitude towards supporting people to lead independent and fulfilling lives.
21. Be able to follow and adhere to Choice Support Policies and Procedures.
22. Have excellent communication skills.
23. Have proven leadership ability with a proactive approach to problem solving.
24. Possess an ability to think and respond creatively, positively and with flexibility.
25. Maintain organisational, individual and colleague confidentiality.
26. Be honest and transparent at all times.
27. Be willing and able to work flexibly across different geographical areas.
28. Undertake learning and development as required and be committed to learning, development and coaching.
29. Undertake any other duties that are appropriate.

Be able to demonstrate the following qualities:

- Reliable

- Responsive
- Integrity
- Flexible
- Proactive, motivated and able to take initiative
- Good delegation, coaching skills
- Resilient
- Resourceful and innovative
- Understanding and empathy
- A good listener and willing to learn
- To manage own time, engage in a variety of tasks
- Able to build relationships and network with stakeholders

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