

	Role Profile
Job Title	Residential Service Coordinator

Salary range	Point 33
Contract	Permanent 52 weeks
Main location	Portland College
Hours and basis	37.5 hours per week
Reports to	ILP Residential Service Manager
Date of issue	July 2026

Why Portland College needs this role

Portland College is a charity providing education, care and work opportunities to people with learning disabilities based on a campus close to Mansfield with a number of small of campus sites in Nottinghamshire. There are 200 learners and citizens and 400 staff. We need caring and compassionate people, who can show commitment to these positive values and deliver safe care with energy and enthusiasm.

The role supports the provision of safe person-centred care to learners and citizens who access our regulated residential services. Co-ordinators organise and motivate a team of carers and demonstrate responsiveness to service users (learners & citizens), ensuring all Regulatory and College standards are met.

What you will be doing

Delivering person centred care

- For each citizen/learner, maintain full and accurate person-centred assessments, plans and reporting systems in accordance with internal and regulatory requirements, which are formally assessed, regularly reviewed with consent obtained.
- Ensure safeguarding and the principles of the 2005 Mental Capacity Act are embedded in service delivery, promoting citizens/learners' rights and choices at all times and ensuring formal MCA Assessments and DoLs authorisations are in place when applicable.
- To be responsible for the administration of medication and PEG following College procedure
- To ensure staff are delivering the agreed programme enabling citizens/learners to develop skills and gain new experiences.
- To formally assess citizens/learners' progress against their plan and any relevant qualifications.
- To liaise effectively with family members, advocates and relevant professionals (internally and externally) to ensure that health and care needs of the learners/citizens are met.
- To maintain accurate, legible and dated records based on the care and support delivered to citizens, producing specific reports and providing evidence where required to show the citizen's development towards identified objectives in the Individual Learning Plan and Care Plan
- To attend and effectively contribute to citizens/learners' reviews (internal and external) where appropriate.

Staff Management and Supervision

- To ensure that staff are delivering a high standard of personal care in line with appropriate regulations and care quality objectives
- Provide evidence and data to support all Quality Assurance activity.

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- To provide coaching, guidance and advice to Care Support Workers on achieving high standards of personal care.
- Completion of the supervision schedule for own staff caseload and completion of annual IPRs in line with agreed timeframes.
- Support planned recruitment activity in the service as and when required
- Support the Service Manager to identify ongoing training needs and ensure staff are up to date with all mandatory training.
- Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet the service needs at all times.

Key results we want to see from this role

- Progression of citizens accessing through skills development and achieving identified goals / personal outcomes.

Dimensions of the role

- Coordinating a team of care staff (circa 15-20) with direct supervision and appraisal of staff team members (typically up to 12).
- Act as Site Coordinator on a rota basis

Key work relationships

- To work in collaboration and under the guidance and direction of the Service Manager
- Participate in the agreed system of appraisal and own performance review and demonstrate commitment to continuous professional development (CPD)

Working Environment and Working Pattern

The role will generally involve working 7 days a week on a shift pattern 6.45am to 2.45pm or 2pm to 10.30pm. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service. The role is based on the Portland campus. However, you may also be expected to work across all regulated services and from other community locations when required.

Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm and to promote Fundamental British Values. Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check and overseas check where applicable. Provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.

The above role profile is not all encompassing and is subject to regular review.

Signature of post holder

Date

I have read and accept the duties and responsibilities outlined in this role profile.