

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9PE</b>	<b>Role Title</b>	<b>Local Area Co-ordinator (LAC)</b>
<b>Grade</b>	PS9	<b>Reports to (role title)</b>	<b>Marie Snelling</b>
		<b>Directorate / School</b>	<b>Customer and Communities</b>
<b>JE Band</b>	314-370	<b>Service / Department</b>	<b>TBC</b>
		<b>Date Role Profile was created</b>	<b>Sep-21</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Local Area Co-ordinators work directly with members of the community to build individual and family resilience. Their purpose is to help them understand what would improve their quality of life and introduce them to information and community support or services that will enable the individual to achieve their goals. They work alongside people to empower them to proactively improve their situation in a way that is meaningful and relevant for them.</p> <p>They work with a range of public, private and 3rd sector organisations to champion inclusion and contribution within the community and seek to improve resources and opportunities that empower others.</p> <p>Local Area Co-ordinators develop, implement and monitor local area plans and programme delivery and nurture community leadership through active participation in relevant community activities.</p>
<b>Work Context</b>	<p>Local Area Co-ordinators work within a designated geography with a population size of approx. 10-12k residents.</p> <p>They work in a strengths based way and operate with a high level of autonomy, playing a core part in the effective design, delivery and improvement of the Local Area Co-ordination programme within Surrey.</p> <p>They work with a diverse range of people, including those experiencing mental health issues, older people, people with physical disabilities, families, carers and their local communities.</p> <p>Local Area Co-ordinators also work with a broad range of professionals within the health and social care sector as well as elected members, community leaders, third sector, faith and other organisations.</p> <p>They intentionally do not work within eligibility criteria for the provision of services; they work within LAC principles, methodologies and procedures and will maintain relevant records.</p>
<b>Line management responsibility</b> if applicable	No direct line management but may supervise and support the work of others as appropriate.
<b>Budget responsibility</b> if applicable	No direct budget accountability but may make recommendations for others to make decisions (small to medium size budget).

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the development and achievement of business plans in their work area to develop and implement agreed strategy.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by their manager to promote engagement with the service area.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure processes and systems are in place to monitor and review service delivery and achievement of agreed objectives.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Monitor and advise on budget expenditure in accordance with the organisation's policies and procedures.</li> <li>• May manage external suppliers and contracts.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree and/or relevant professional qualification or considerable experience of working within the service area.</li> <li>• Thorough knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area.</li> <li>• Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.</li> <li>• Ability to understand and monitor budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels.</li> <li>• Proven IT skills and able to use technology to be effective in the role.</li> <li>• Ability to prioritise and plan and make best use of personal resources in achieving performance objectives.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Able to lead team working, and use supervision to improve personal performance and practice of junior staff.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Experience</p> <ul style="list-style-type: none"> <li>• Track record of achieving positive outcomes at individual, family, team, system and community levels.</li> <li>• Solid experience working in diverse communities and practicing advocacy.</li> <li>• Proven experience in practically implementing person centred, inclusive and strengths-based practice.</li> </ul> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Knowledge of the local and national policy context across services for people of all ages with disabilities, mental health issues, older people and their families/carers. e.g. safeguarding and child protection legislation and practice, Mental Capacity Act, Care Act, local and national NHS long term plans.</li> <li>• Knowledge of resources within local communities, community and voluntary sector organisations that can build more welcoming, inclusive and supportive communities.</li> </ul> <p>Skills and abilities</p> <ul style="list-style-type: none"> <li>• Exceptional people skills, able to build and foster productive relationships with a wide variety of stakeholders.</li> <li>• Able to understand and manage personal resilience and set and manage effective boundaries.</li> <li>• Ability to work with a high degree of autonomy, analysing issues/data to inform practice and reach creative solutions.</li> <li>• Ability to identify and respond to potential safeguarding situations, maintaining effective longer-term support.</li> </ul>

<b>Role Summary</b>	Roles at this level lead and manage the work of a team providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading on a project to promote a community/cultural activity. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan. They will work largely autonomously with access to guidance from more experienced professionals.
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