

At a Co-ordinators' Study Day in October, 1980, a discussion took place as to the skills and experiences required by a Crossroads Co-ordinator. The Co-ordinators were requested to send into the national office their own views. No set form was used as we thought that a broader picture would be obtained.

Mrs. Chesterton, Regional Training & Development Officer, and Mrs. Brenig-Jones, Liaison Officer, collated all the information and the following discussion paper is a result.

We must stress that this paper is merely a guideline and as the co-ordinators come from many different back grounds it is not expected that all of them will necessarily have all the skills and experiences listed.

However, we hope that new schemes, particularly, will find it helpful, and that new co-ordinators will have a check list which will help them recognise their weak areas and their strengths, and to develop this awareness.

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## 1. Introduction to Crossroads

National: Visit to national office to meet members of staff.  
Member of staff from national office to visit local scheme, to assist with the setting up of record keeping and the general day-to-day running of Scheme.

Background reading: all publications from national office, Annual and special reports and papers sent to local schemes.

Local: Meeting with Committee and separate meeting with Chairman and Treasurer to ensure correct budgeting and number of care-hours available per week.

Background reading: steering committee minutes and papers which led to setting up of Scheme.

## 2. Committee Procedures:

- preparation of agendas
- format of minutes - taking action from minutes
- preparation of papers for meetings and selection of correspondence needing committee's attention
- preparation, in liaison with Treasurer, of estimates for submitting to local authorities requesting finance
- provision of reports on working of scheme in relation to care attendants, care to families, referrals, liaison with statutory and voluntary agencies
- reporting of items which fall outside operating guidelines on which a policy decision may be necessary
- preparation of Co-ordinator's Annual Report

Background reading: annual reports of own and other Schemes, sample agendas, minutes, invitations, co-ordinator's reports to committee, budget, audited account.



3. Office Management:

## Guidance on:

- filing systems
- setting up and maintaining general correspondence, committee documents, minutes, care attendants and family files
- statistics, including monthly returns
- referrals: receipt of new referrals, recording and taking action
- general correspondence
- organisation of time in order to work efficiently
- budgeting in order to work within yearly grant
- planning of rotas
- structuring staff meetings
- arranging initial and ongoing training of care attendants
- production of local advertising material

Useful background documents: sample headings for filing system, sample monthly return forms with national office guidelines for completion; sample of all forms issued by national office; sample budget to show how to work out care hours weekly; sample of advertising and promotional material used by other schemes.

4. Disabilities:

- basic knowledge of more common disabilities
- nature of disability, problems this causes, prognosis, side effects, complications
- understanding of terminology and abbreviations used

5. Services and Benefits for disabled people

Health Service - local hospitals, units, day care facilities, short term care facilities, structure of community nursing service, services available locally, period they operate, emergency services;

- relationship between hospitals, G.P.'s, health centres (responsibility of each profession/agency to a disabled person).
- aids available to families - how and where to apply
- benefits and financial help - how and where to apply
- sample of latest handout leaflets.

Social Services - structure of social services, services available, period they operate, emergency services, responsibility of each service to the family.

- relationship between health and social services and how the services dovetail
- aids available - how and where to apply
- financial help available - how and where to apply

Voluntary Services

organisations in area - the service/help they offer, when available (as alternatives for inappropriate Crossroads referrals)



6. Leadership/Motivation/Delegation

Guidance from appropriate person experienced in training in these fields; methods of training will vary and it is hoped that the co-ordinator will seek course in her/his local area.

7. Interviewing technique:

Guidance on question-answer technique and general structure of interviews, in order to ensure the necessary information required to make a good assessment.

8. Selection and training of care attendants:

The selection of care attendants should be carried out with at least one member of the management committee (as it is the committee's responsibility to engage and dismiss staff). This also provides support for the co-ordinator if a wrong selection were made.

Training: Care Attendants are recruited through newspaper advertisements. They are sometimes people who have had some basic nursing experience and they must, of course, have a caring and mature disposition. It will be necessary for the co-ordinator, with help from the committee and/or the national office, to arrange a two week induction programme for the care attendants. In addition, in an existing scheme, it is useful for a new care attendant to accompany an experienced care attendant.

Training of care attendants should be seen as ongoing throughout their employment, and monthly meetings should include a speaker or a visit which will help broaden their experience and expertise.

9. Public relations and public speaking

Guidelines on public speaking (check local newspapers and library for local course), including:

- use of notes
- projection of voice
- using material applicable to audience
- prevention of boredom
- use of visual aids
- need for last minute review of talk

10. Personnel

Knowledge and understanding of ACCAS guidelines; care attendant contracts of employment; sickness and holiday entitlement.

Awareness and understanding of employment protection act and employees' rights; industrial relations; health and safety at work, management of staff.

