

**Role:** Service Co-ordinator

**Reports to:** Service Manager

**Reports:** Personal Assistants/Support Workers

**Budgetary accountability:** Nil

**Budgetary influence:** Nil

**Job Purpose**

To manage the safe, effective and personalised co-ordination of the project(s) by leading the team, which may involve working on a 24 hour 7 day a week rota.

Ensuring that personalised care is provided in accordance with the values and requirements of the Trust.

**Accountabilities**

1. To work under the leadership of the Service Manager to ensure that service provision is delivered in a safe and personalised way, within agreed resources.
2. To lead the team with enthusiasm and professionalism, being an excellent role model, taking responsibility for actions.
3. To ensure that the team adheres to the Trust’s commitments relating to personalisation, including involving service users in designing their service and in staff recruitment and learning.
4. To participate in the recruitment of team members, and other selection exercises as agreed
5. To work professionally and diligently, assisting with assessments as required and maximising the number of people supported, with referrals sought or responded to as a priority.
6. To support and promote the development of colleagues working within the services, ensuring that regular reviews are conducted and that wellbeing and learning are promoted
7. To enable positive relationships with people supported, their families and carers, and with other external stakeholders through effective and professional communication.
8. To support colleagues working with the people we support to develop and review individualised plans and risk assessments which promote independence so that they are assisted to meet their goals.
9. To promote the inclusion of the people we support in the life to the Trust, ensuring that their voices are heard
10. To ensure that the support provided is coordinated, that key working arrangements are in place, where appropriate, and choice for the people we support is maximised.
11. To ensure staff performance is appropriately managed, including the provision of 1:1’s, coaching and supporting colleagues, and taking action under Trust policies as required.
12. To ensure that Learning and Development needs are identified and met and required training is up to date.
13. To make sure that, induction and probationary processes are completed within appropriate timescales, and documented including providing support to complete Care Certificate where required.
14. To prepare rotas, ensuring optimal staffing levels are maintained, including arranging cover where required, using the Trust’s systems and processes
15. To contribute to the work of the Division, Department, and wider Trust through participating in meetings and undertaking project work
16. To work constructively with the Service Manager to ensure appropriate use of budgets whilst meeting externally required regulations and responsibilities.

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1. To proactively support the Service Manager to ensure effective financial management of Trust finances and the finances of the people supported, in line with Trust policies.
2. To provide management information to support the service Business Plan, taking proactive and remedial action as agreed with the Service Manager
3. To ensure, where appropriate, a clean and pleasant environment is maintained at the service, within available resources, and highlighting any repairs or other remedial action needed to the relevant parties
4. To implement quality measures, as agreed with the Service Manager, recording their effectiveness and feeding back to the manager and the Trust on their impact
5. To be responsible for own learning and development, as agreed with the Service Manager
6. To support people management processes across the Trust, as agreed with the Service Manager
7. To undertake other duties as required which are commensurate with the role.

**Person Specification**

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|  | **Essential** | **Desirable/Ideal** |
| **Qualifications** | Educated to GCSE Level A-C or equivalent in Maths and English Level 3 qualification in Health and Social Care or equivalent, or commitment to work towards, and achieve within 18 months  |  |
| **Skills** | Ability to communicate effectively with colleagues, the people we support and with a range of stakeholders.Able to build productive working relationships and partnerships, within the Trust and externally.Effective time management and work prioritisation and the ability to deal with competing demands.Willingness to be flexible, adaptable and positively respond to change Proactive and able to identify issues, developing a logical clear approach to problem solving, thinking creatively to address issues and enhance the service provided Able to motivate, support and manage colleagues by using negotiation and persuasion Able to write clear and professional reports, and analyse information (including basic financial information), and present them to different audiences.Ability to work on own initiative, to lead team(s) and as part of the service management team,Able to manage teams across multiple sites Ability to use MS Office applications such as Outlook, Word and Excel, to send emails, write documents and review financial information |  |
| **Experience** | Experience of effective and prudent budget management, or willingness to learnEvidence of experience of working with people within the relevant service user group.Experience of managing a team and supporting service users.Experience of supporting colleagues in their role (e.g. Induction Support Worker/Induction Buddy, mentor, coach) |  |
| **Other** | Commitment to delivering a high quality service and to support the aims of the Trust.Willingness to be flexible, adaptable and responsive to changeAble to drive to meet the requirements of the role |  |