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| **Job Role:** | **Service Coordinator** |
| **Service:** | **Wirral Evolutions** |
| **Reports to:** | **Team Leader** |
| **No. of Subordinates:** | **All support staff pertaining to specific location** |
| **Salary:** | **£24,641 (Grade 6)** |

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| **Job Role** |

To assist the management team in the service delivery and compliance with statutory regulations and company policies and procedures.

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| **Key Tasks** |

To assist the management team with ensuring both a person centred and quality service is delivered to recognised standards.

To assist the management team to uphold company policy and procedure

To develop, monitor, implement and review support plans to meet the stated outcomes.

Support the delivery of agreed team targets

To ensure the risks associated with personal/outcome plans are managed effectively, risk assessments and strategies are produced and updated to support people.

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| **KEY RESPONSIBILITIES** |
| **People** |

* Provide a flexible and person centred response to people we support and their families.
* Ensure individuals are monitored records are appropriately maintained including the administration of medication.
* Support management team in development and maintenance of joint working arrangements with internal and external stakeholders, supporters and local communities.
* Provide effective support to people who use the service through person centred outcome planning.
* Ensure appropriate involvement of people, their families and carers in design, delivery and reviewing of service provision
* Communicate appropriately and effectively with staff and all stakeholders, verbally and in writing.
* Be aware of the need to achieve a recognised relevant qualification appropriate to your role.

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| **Financial** |

* To provide the management team with information when expenditure is required to enable you to carry out your role

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| **Strategic** |

* Knowledge of relevant legislation.
* Knowledge of statutory requirements.
* Application of company policy and procedure.
* Be aware of and apply company Health and Safety policy and procedure. E.g., Medication policy, Safe Handling and Lifting
* Conduct regular risk assessments

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| **Resources** |

* Be aware of standards for security of buildings, contents and confidential information
* Key Holding
* Knowledge of Data Protection and Freedom of Information legislation
* Reporting of property and asset repair to management team

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| **Planning and Organising** |

* Prioritise own workload
* Being aware of your reporting responsibility in maintaining appropriate staffing levels.
* Carry out reviews and One Page Profiles to assist with meeting individuals’ objectives.
* Supervision of staff.

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| **Decision Making** |

* Ensuring provision of service delivery
* Ability to escalate issues of concern appropriately

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| **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS** |
| **Essential Criteria** |

**Qualifications:**

1. Health and Social Care Qualification at level 2/3 or equivalent
2. Knowledge and understanding of relevant legislation
3. Knowledge and understanding of quality standards and company requirements
4. Knowledge of person centred approaches and delivery of care and support in community based services.
5. Specialist health and safety awareness if applicable to role

**Experience:**

1. Understanding of the role of support in a social care setting.

**Knowledge & Skills:**

* Understanding of the activities and objectives of the company policies and a good understanding of wider strategic plans, both current and future.
* Working to and setting challenging but achievable targets.
* Working collaboratively and building relationships with customers to establish the key issues and anticipate requirements.
* Acting as a customer champion within the company.
* IT literate.
* Reliable.
* Good communication skills.
* Display and model positive attitudes to equality and diversity
* Ability to work with other professionals/service users/carers/families and promote partnership working.
* Ability to write reports and maintain records.

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| **Desirable Criteria** |

**Experience:**

* Conservation / Horticultural qualification
* Experience and safe use of machinery
* Previous experience of working in social care in the private, voluntary and charity sector

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| **Additional Work Elements** |

This role demands a flexible approach to working hours.

**Please note - The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by Senior Management.**

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| **Person Specification** |

* Good team working skills with the ability to work collaboratively and cooperatively with colleagues.
* Good interpersonal and communication skills, including the ability to ensure effective communication with a broad range of contacts both internal and external to the company.
* A flexible, pro-active approach to work including the ability to prioritise and re-prioritise to achieve successful outcomes
* Ability to work on own initiative.
* Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.
* Clear communicator both face-to-face and on the telephone
* Enthusiastic, flexible and conscientious approach to work

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder.  It is not a definitive statement of procedures and tasks, but sets out the main expectations of the service in relation to the post holder’s responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.