



## **PJ09 - SERVICE COORDINATOR**

### **JOB DESCRIPTION**

#### **CONTRACT**

- Hours: 20 - 24 with some evening and weekend on call duties.
- Salary: £10 per hour depending on experience and qualifications plus on call hours paid at 10% of the basic rate.
- Annual leave: 28 days per year + 8 days bank holiday pro-rata.

#### **KEY SKILLS**

- Needs to hold a relevant qualification relating to care management, NVQ Level 2 or an equivalent qualification and be willing to train to Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland.
- Excellent computer skills.
- Management/Supervisory experience in a community setting
- Car Driver Essential for this post

**ACCOUNTABLE TO:** Service Manager

#### **JOB PURPOSE:**

- Assess the needs of clients and provide high quality and appropriate services to meet those needs.
- To ensure the smooth running of general services on a day to day basis.
- To manage, train and supervise staff.

## **ROLES AND RESPONSIBILITIES**

- Assist the Service Manager with the recruitment, selection, induction, training and supervision of staff.
- Undertake timely assessments of client referrals, identifying needs, i.e. creating Care Plans
- Create the weekly rota by matching clients to staff members as far as possible, considering client preference, staff availability, contracted hours and the maintenance of the client /staff relationship.
- Manage staff availability, planning for holidays and long-term sickness cover, and using staff on zero hour contracts as required.
- Review client needs annually or more frequently if required.
- Follow up and manage complaints with support of the Service Manager.
- Carry out regular evaluation of service impact and risk for clients.
- Review staff performance and undertake staff supervision on a regular basis.
- Monitor client records and discusses any cause for concern with staff member.
- Chair staff meetings and report to the Management Committee.
- Attend and contribute to the Management Committee, providing updates against agreed performance indicators as required.
- Ensure all confidential written material is kept securely both in and out of the office in accordance with the Data Protection Act and the Trust's Equal Opportunities Policy.
- Promote the Christian ethos of the organization and act as an ambassador of the trust.
- Any other duties are deemed necessary for the smooth running of the service.

This job description will be regularly reviewed in consultation with the job holder, to ensure its relevance to the strategic plans of the trust over time.



## Haven Helps Home Support

### Service Co-ordinator

#### Person Specification

<u>Requirements</u>	<u>Essential</u>	<u>Desirable</u>	<u>Evidence</u>
<b>1. Qualifications</b>			
Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland	√		CV and Documentation
A willingness and ability to train to Level 5 Diploma in Leadership for Health and Social Care Services		√	CV and Interview
<b>2. Experience</b>			
Have supervisory experience of working with older people for at least 1 year		√	CV
Have 2 years supervisory experience of working within a community, health or social care setting	√		CV

3. Key Skills and Aptitude			
To be confident in using office programmes and management software	√		Computer Test Prior to interview
Ability to plan and prioritise work	√		CV Covering Letter and Interview
Ability to communicate clearly and effectively	√		
Good written and verbal skills	√		
Ability to form constructive working relationships with colleagues, clients and other agencies/stakeholders	√		
Ability to efficiently manage time and work independently.	√		
Ability to work in a non-discriminatory manner	√		
Ability to control and manage staff rotas, holidays etc. Ability to supervise and appraise staff	√		
Ability to give productive feedback, provide learning opportunities and encourage innovation within the staff team	√		
Be able to work and comply with policies, procedures and statutory regulations.	√		
Ability to analyse and review service data in order to ensure quality and provide possible recommendations for further service development	√		
Car owner / driver – willing to use own vehicle	√		Documentation
4. Personal Attributes			
Adhere to the Christian values of the Trust	√		Interview and References
Able to fully accept and implement the Trust's vision and ethos of service	√		
Ability to work flexibly	√		
Understand and respect the principles of confidentiality	√		
To have a friendly personable manner	√		