



JOB DESCRIPTION

POST:	Service Co-ordinator
LOCATION:	Yiewsley, Well-being Project
RESPONSIBLE TO:	Operations Manager (or nominee)
DBS CHECK:	This post is subject to Adults and Child Workforce Regulations

JOB PURPOSE

To report to and work along side the Operations Manager Ensuring that staff work alongside young people aged 13-25 to improve their health and wellbeing. Improving the lives of young people who use our services, advising, supporting and motivating them to make positive changes. To fully participate in the efficient, effective and sensitive provision of a high quality advisory service to young people and our partner agencies. To work within guidelines, policies, procedures and statutory requirements.

- Coordinate, develop and supervise the work of the team
- Ensure good practice in the support of people who use our services
- Develop, promote and maintain good relationships with external agencies
- To take overall responsibility for coordinating outcomes information and reporting

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Co-ordinate the work of the staff in their role.
- Ensure that all staff receive Support and Supervision sessions, at least every six weeks in accordance with P3 Policies and Procedures.
- Ensure that comprehensive and up to date records are kept of all ongoing work.
- Ensure that young people are fully consulted and involved in the planning and revision of their support.

- Ensure that support plans are relevant to the current needs, preferences and situation of each people.
- Ensure that the staffs promote a healthy and active lifestyle for all young people.
- Carry out, as appropriate to the post, day to day tasks in the absence of support staff, to ensure a continuity of service to the young people.
- Ensure that all referrals are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process. Ensure that visits are arranged as per policy and procedure.
- Liaise with external agencies including local statutory and voluntary services and ensure information is available to support staff and young people relating to these services.
- Raise awareness of P3 services with relevant external agencies and in the community.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team; e.g. training, seminars, written reports.
- Participate in the development of policies within the service and take an active role in those policies relevant to support work.
- Assist in the recruitment and induction of new staff and volunteers.
- To promote effective people involvement in P3 activities wherever possible and appropriate.
- Provide reports on a monthly basis to the Operations Manager.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

TEAMWORK

- To be able to motivate and have a positive can do attitude.
- Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Facilitate and lead staff discussions on individual people progress within the people review structure to encourage all staff to think creatively and constructively about the work they are doing. In doing this, also facilitating the development of staff skills through discussion and demonstration.

QUALITY

- Deal with complaints in accordance with agreed procedures.
- Ensure service meets the relevant quality agenda of P3, The CCG, Local Authority, AQS and Matrix. To continually strive to improve service delivery.

DEVELOPMENT

- Develop and maintain training opportunities for support staff and young people and liaise with the Human Resources Department and others as appropriate to ensure that training needs of support staff are being met.
- Conduct annual appraisals in accordance with P3's Policy and Procedures to inform the training plan.
- Commitment to ensuring safeguarding training is relevant and current and safeguarding procedures when necessary are adhered to.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to Young people are fulfilled.

Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Service Co-ordinator

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to people involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation • Management style that involves people in decisions • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Managing a service including a staff team and budget in a care or support setting • Professional experience of homelessness and or substance misuse services • Relevant personal experience • Experience of working with young people with complex needs • Partnership and networking skills • Risk assessment and management planning 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Knowledge of emotional health and wellbeing issues for young people • An understanding of the political and social context within which voluntary organisations provide social care services • A sound understanding of the support needs of people who use our services 	<p>✓</p> <p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> • An understanding of the specific support and political issues affecting people from a wide range of communities. • Knowledge of substance misuse issues • Knowledge of mental health issues • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • A positive, can do attitude • Able to adapt to change and effectively manage change processes • Demonstrate effective interpersonal and communication skills • A to maintain accurate records • Able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies. • Confident user of e-mail • Ability to use Word Processing and produce quality presentation documents. • Ability to work flexible hours • Ability to take on an effective leadership role • Able to motivate a staff team • Able to understand and report accurately on financial outcomes from a range of complex service activities. • Able to drive and have access to a vehicle and hold a current driving licence. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Qualifications</p> <ul style="list-style-type: none"> • A qualification in health, social care or housing. • There must be substantial evidence of commitment to personal and career development relevant to the post. • NVQ/QCF Competencies at level 4 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓

