

Staff Role Profile: Service Coordinator

Job Level	2b	Salary Range	£21,840 - £22,781
Directorate	Independent Living	Work location	Chelsea and Westminster, Charing Cross and St Mary's hospitals.
Contract	12 months	Reports to	Independent Living Service Manager

Scale and scope of role

Direct reports	2	Indirect reports	0
Budgetary responsibility / accountability	NA	Accountability for other resources	NA
Reach and impact	The Independent Living Service Coordinator will be responsible for liaising with hospital staff and other medical professionals within the hospital to support the Discharge to Assess initiative. The role will be responsible for coordinating and supervising a team of Support Workers to support patients on hospital wards and help to plan for safe efficient discharge into the community.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do.

As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of Service Coordinator for the Croydon Support at Home Service sits within the Independent Living directorate.

Purpose of the role

Many patients who have been in hospital for a few weeks will lose confidence that they can cope with many daily tasks that they previously felt confident undertaking before their hospital stay. This can induce anxiety around discharge, stress and even feelings of isolation which then creates its own wealth of difficulties effecting recovery. The consequences of this can be an initial lack of independence post discharge and increased needs for ongoing care and social support.

The Independent Living Service Co-ordinator will be responsible for liaising with hospital staff and other medical professionals, including physiotherapists, social workers and occupational therapists. By receiving patient referrals and identifying individual's needs to help support patient care, recovery and progression on the wards, ensuring the benefit to the wider Discharge to Assess model within the Hospital Trust.

Other responsibilities will include assigning incoming referrals to a Support Workers, monitoring the service delivery, managing the service budget, ensuring service health and safety, evaluating progress, overseeing record-keeping, attending hospital meetings, and ensuring the team works together seamlessly. This will include ensuring support planning and assessment of patients for referral onwards to other BRC services.

The post-holder will act as contingency for Support Workers when required and may need to provide cover for their colleagues at other hospitals served by the Red Cross in the area. Service confidentiality and safeguarding vulnerable people are key responsibilities of the role.

Main responsibilities

1. Service delivery

- > To act as the single point of access for referrals from the hospital and other sources and provide daily coordination and support for Support Workers delivering the service
- > Liaise with hospital/community staff to promote the service, receive referrals, and provide a timely response to questions about the eligibility of a patient
- > Ensure that service users' needs are assessed
- > Develop the service, providing support, leadership and motivation to the staff
- > Undertake service user visits on hospital wards, support ward / communal activities as identified or required

2. Quality and performance

- > Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- > Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- > Share learning to ensure service development
- > Ensure that the impact of our service for service users is recorded through appropriate records (such as BRM or System One), complete reports and paperwork as required
- > Review and monitor outcomes for service users, ensuring that beneficiaries' needs are met using the Top 3 goals approach and the impact of our service is recorded through accurate statistics and a range of user engagement
- > Ensure service users are correctly discharged according to agreed procedures

3. Management

- > Provide support to the Support Workers delivering the Support at Home Service.
- > Work with relevant business partners in the recruitment, induction, development, training and engagement of staff providing the service
- > Co-ordinate and supervise a team of Support Workers to provide an effective and reliable service

4. Financial

- > Monitor and control the service budget following local financial procedures

5. Team member

- > To be a contingency for other Service Coordinators and Support Workers during periods of absence
- > Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff and volunteer safety is secured
- > Undertake training in safeguarding. Identify and report any concerns for service users, volunteers or staff using appropriate procedures
- > Adhere to policies and procedures regarding data protection and confidentiality
- > To undertake training as required and be prepared to travel within the Area/Territory to attend any relevant meetings
- > To provide support as required to the overall British Red Cross crisis response function – e.g. support to ER colleagues during a serious flooding incident
- > Undertake any other relevant duties that may be required from time to time

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Child and Adult Workforce

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential ✓✓	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience) > IT literate > Working knowledge of spreadsheet, email, web based and word processing software > Knowledge of people management > Understanding of how to improve service quality for the benefit of users 	S & I & A
	Desirable	<ul style="list-style-type: none"> > Knowledge of Supervision > General knowledge of how hospital discharge and Multi-Disciplinary Teams work 	S & I
Skills	Essential ✓✓	<ul style="list-style-type: none"> > Excellent interpersonal and communication skills Ability to work as part of a team and on own initiative > Managing time and responding to and prioritising a range of competing demands through time management > Able to plan own workload 	S & I
	Desirable	<ul style="list-style-type: none"> > Ability to deal with queries in a diplomatic, professional and confidential manner > Good telephone manner > Ability to communicate with health and social care professionals 	S
Experience	Essential ✓✓	<ul style="list-style-type: none"> > Participation in a multi-disciplinary team environment > Experience of delivering high quality services to the public > Knowledge of services provided by the NHS and Social Care > Experience working with NHS software systems such as System One 	S & I
	Desirable	<ul style="list-style-type: none"> > Experience of volunteering > Experience of working in the voluntary sector > Experience of finding information through the internet and other sources 	S & I

Behaviours	FOCUSSING ON PEOPLE IN CRISIS <ul style="list-style-type: none">> Finds ways to define and continually improve services for people in crisis		I
	EMBRACING AND LEADING CHANGE <ul style="list-style-type: none">> Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully		
	SOLUTION FOCUSED <ul style="list-style-type: none">> Anticipates obstacles, thinks ahead about next steps and contingencies		
Additional requirements	Essential ✓✓	<ul style="list-style-type: none">> Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).> Ensures inclusive practice and promotes diversity> Willingness to work flexible hours	I
	Desirable		

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above.
N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme

