

Role Title: Service Coordinator

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| **Job Level** | 2b | **Job Reference No:** |  |
| **Role review date:** | January 2024 |
| **Directorate** | UKO Operations | **Function** | Health |
| **Service** | Assisted Discharge Service – Sussex B&H | **Reports to:** | Health Service Manager |

Scale and scope of role

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| **Direct reports** | 6 support workers | **Indirect reports** |  |
| **Budget responsibility/****accountability** | Petty Cash | **Accountable for other resources** | Team equipment |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

Co-ordinate the British Red Cross (BRC) Assisted Discharge Service (ADS) across Sussex. This service works closely with the Royal Sussex County Hospital (RSCH) for residents of Sussex including Brighton & Hove (B&H), to provide flexible high-quality support to people being discharged from hospital and supporting them home, settling them in and providing a resettlement service for those who are less mobile.

Hours of service: 08:30 – 21:30. Monday – Sunday

Core hours of the role: Monday – Friday 09:00 – 17:00.

Required to be part of the service ‘On Call’ rota.

To be based in the BRC Hove office and networking in the RSCH. The post holder will be required to support the Service Controller during peak times and hospital requirements. May be required to work additional hours to cover controller shifts – this may include weekend.

To undertake promotion and marketing of the service via in reach and outreach, completing all necessary paperwork and monitoring requirements. To attend meetings associated with hospital discharge and the Community Voluntary Sector (CVS).

To ensure the operational requirements of the service are met by performing the day-to-day administrative tasks required, such as maintaining rotas, ensuring that important information is disseminated etc.

This is a role which can be unpredictable and fast paced and requires an excellent organiser and communicator - someone who is a self-starter wanting to make a real difference to people’s lives.

Be part of the Health and Crisis Response Team in the South East.

Key responsibilities

**Service Delivery**

* To manage the BRC Assisted Discharge Service (ADS) ensuring it is of high quality and meets service standards.
* Work closely with other voluntary organisations to ensure appropriate support for service users, carers and the people they care for.
* To promote the service, including attending hospital staff meetings and networking events. Carry out daily/weekly in reach within the hospitals.
* Provide cover where support workers are not available, or service demand is increased (hospital pressures).
* Ensure high quality and safe services (meeting requirements of BRC’s quality standards framework, and health and safety, hygiene/infection control, and safeguarding procedures).

**Quality and performance**

* Ensure that service performance is monitored, maintained, and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment.
* Ensure that the impact of our service for service users is recorded through using BRC’s data management system, 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.
* To comply with British Red Cross Health & Safety policies including those on lone working, manual handling, and infection control.

**Management**

* Hold line management responsibility for the support workers, administration assistant, casual support workers and agency staff.
	+ Work with relevant business partners in the recruitment, induction, development, training, and engagement of staff providing the service.
	+ Monitor and update training requirements for the team as required.
	+ Carry out regular supervision and team meetings as per BRC policy.

 **Financial**

* + Monitor and control of petty cash and money handling procedures.
	+ To ensure all time sheets, expenses and additional hours are checked and authorised in a timely manner.

**Team Member**

* Actively participates in all team meetings.
* Supports other team members.
* Work and behaves in accordance with all BRC policies and procedures.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

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| England and Wales – Disclosure and Barring Service (DBS)  |
| * Enhanced – Adult workforce
 |
| Scotland |
| Northern Ireland |

Drivers Check - Required – Yes

Person Specification

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| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) |
| **Knowledge and Skills**  | **S** | **I** | **A** |
| **Essential*** 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.
* Ability to deal with queries in a diplomatic, professional and confidential manner.
* Good telephone manner.
* Ability to communicate with health and social care professionals.
* IT literate – working knowledge of spreadsheet, email, web based and word processing software.
* Educated to GCSE level (or equivalent by experience).
* Understanding of the Risk Assessment process.
* Knowledge of people management.

**Desirable** * Understanding of how to improve service quality for the benefit of service users.
* General knowledge of how communities work.
 | **S****S****S** | **I****I****I****I****I****I****I****I****I** | **A** |
| **Experience**  | **S** | **I** | **A** |
| * Participation in a multi–disciplinary team environment.
* Experience of working in the voluntary sector.
* Experience of delivering high quality services to the public.
* Knowledge of services provided by the NHS and Social Care.
* Managing and developing yourself.
* Supporting and developing individuals.

**Desirable** * Knowledge of local area.
* Recruiting and selecting individuals.
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| **Additional requirements** | **S** | **I** | **A** |
| **Essential*** Ensures inclusive practice, challenges discrimination and promotes. diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy).
* Full driving licence holder for 2 years, manual vehicles.
* Supporting and supervising projects and activities.
* Take responsibility for own and team’s decisions and actions.
* Willingness to work flexible hours.
* Willingness to undertake training as required.
* Able to travel around the area as required.
* Knowledge of Safeguarding procedures and processes.

**Desirable*** Working knowledge of health and safety practices.
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| **Values in Action** |
| **Dynamic** - We move forward as one team.- Every day, we’re adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we’re a united force for good. **Inclusive** - We are open to all.- We treat each other with dignity and respect. - Every person’s uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren’t scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis | IIII |  |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.