

Job description and person specification

Health service Coordinator			
Job Level	2b	Job reference number	
Directorate	UKO Health	Role review date:	Sept 2025
Work location	Hull	Reports to	Health Service Manager

Scale and scope of role

Direct reports	Up to 2	Indirect reports	None
Budgetary responsibility / accountability	£5000	Accountability for other resources	Health consumables, equipment and resources
Reach and impact	Health Service Coordinator will be responsible for liaising with hospital staff and other medical professionals, to receive patient referrals. May involve Co-ordinating and supervising a team of Service Support Assistants and Volunteers to provide an effective and reliable service.		

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**: 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 our 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

The Service coordinator will be responsible for making settling in calls to patients that have recently been discharged from hospital to check on their patient experience and interactions with health and care services). Insights captured through settling-in calls will be fed-back to the relevant system partners to support continuous improvement of health and care services.

Whilst making the settling in calls to patients the coordinator will make sure that individuals are safe and well at home and their needs are being met. If support needs are identified the coordinator will triage to other British Red Cross services for continuing support. Along with signposting to other statutory or non-statutory services to make sure the individual receives the right level of care and support.

The Service coordinator will be responsible for liaising with hospital staff and other medical professionals, to receive patient referrals. Thorough records will be required to evaluate and analyse the outcomes of the services, and this will be the responsibility of the Service coordinator. Other responsibilities will include, monitoring the service delivery, ensuring service health and safety, evaluating progress, overseeing record-keeping, recruiting, engaging and managing volunteers, attending hospital meetings, and ensuring the team works together seamlessly.

The post-holder will act as contingency for Service Assistants 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.

Key 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 Volunteers and Service Assistants delivering the service
- > Liaise with hospital/community staff at hospital/community hospitals/GP surgeries to promote the service, receive referrals, and provide a timely response to any questions about the eligibility of a patient
- > Ensure that service users' needs are assessed
- > Develop the service, providing support to service users to access the correct level of care leadership and motivation to the staff and volunteers
- > Undertake service user visits if necessary

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), 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 staff and volunteers delivering the Support at Home Service
- > Work with relevant business partners in the recruitment, induction, development, training and engagement of volunteers providing the service
- > Co-ordinate and supervise a team of Service and Service Support Assistants (or equivalent) and Volunteers 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 Co-ordinators 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.

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.

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• Enhanced – Adult workforce.• Enhanced – Child and Adult workforce

Drivers Check - Required – Yes Must have a valid UK Driving Licence

Person Specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<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 > Ability to deal with queries in a diplomatic, professional and confidential manner > Good telephone manner > Ability to communicate with health and social care professionals
Knowledge (including education and training)	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience) > IT literate – working knowledge of Office 365 > Working knowledge of spreadsheet, email, web based and word processing software > Knowledge of people management > Knowledge of Supervision > Understanding of how to improve service quality for the benefit of users > General knowledge of how communities work
Experience	<ul style="list-style-type: none"> > Experience of volunteering > Participation in a multi-disciplinary team environment > Experience of working in the voluntary sector > Experience of delivering high quality services to the public > Experience of finding information through the internet and other sources > Knowledge of services provided by the NHS and Social Care

Competencies	<ul style="list-style-type: none"> > Full driving licence holder and access to vehicle > Supporting and supervising projects and activities > Leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy** > Innovative and creative thinking > Managing and developing yourself > Recruiting and selecting individuals > Supporting and developing individuals > Take responsibility for own and team's decisions and actions > Knowledge of the local area > Ability to monitor local financial procedures > Understanding of how to improve service quality for the benefit of users > Working knowledge of health and safety practices > Understanding of the Risk Assessment process
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Finds those closest to the issue and investigates further <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Helps others to understand the common ground <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Adapts their method of communication and

	<p>message to suit a specific audience</p> <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Consults the team / individuals on issues that affect them <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Supports other people's development by sharing knowledge, skills and learning <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Role models good behaviour to achieve the organisation's vision
Additional requirements	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Ensure anti-discriminatory practice and promote diversity. > Willingness to work flexible hours > Willingness to undertake training as required > Able to travel around the area as required

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.