

Job description and person specification

Health and Local Crisis Response Service Coordinator			
Salary level	2b	Job reference number	
Department	Health and Care	Division	UK Operations
Work location	Midlothian and travel around the area.	Reports to	Health and Care Service Manager
Role duration	Fixed Term Contract Until 31 st March 2026	Last updated	April 2021

Scale and scope of role

Direct reports	Up to 10	Indirect reports	None
Budgetary responsibility / accountability	C. £5000	Accountability for other resources	None
Reach and impact	The Independent Living Service Coordinator will be responsible for liaising with hospital staff and other medical professionals in the community, including GP surgeries, to receive patient referrals. Coordinates and supervises a team of Service and Service Support Assistants and Volunteers to provide an effective and reliable service.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. 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. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

The Independent Living Service Co-ordinator will be responsible for liaising with hospital staff and other medical professionals in the community, including GP surgeries, 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 Co-ordinator. Other responsibilities will include assigning incoming referrals to a Service Assistant (or equivalent), monitoring the service delivery, managing the service budget, ensuring service health and safety, evaluating

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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.

The post requires regular evening work, being part of a regular 24 hour duty officer on-call rota and potential emergency response duties at any time throughout the year.

Principal 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 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 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.

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 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**
	<ul style="list-style-type: none"> > 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 message to suit a specific audience
	<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).

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- > 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

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*