

Service Coordinator- Health

Job Level	Level 2b	Job Reference No:	
		Role review date:	August 2022
Directorate	Health & Local Crisis Response	Function	Health
Service	Hertford	Reports to:	Service Manager

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility/ accountability	C. £5000	Accountable for other resources	None

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 liaising with hospital staff and other medical professionals in the community, including GP surgeries, to receive patient referrals. They will evaluate and analyse the outcomes of the services, monitoring the service delivery and managing the service budget.

Key responsibilities

Service Delivery

- To act as the single point of access for referrals from the hospital and other sources
- Provide daily coordination and support for volunteers and support workers 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
- Complete service users' need assessments when necessary to support the delivery of the service
- Develop the service, providing support, leadership and motivation to the staff and volunteers
- Undertake service user visits if necessary

Quality and Performance

- Ensure that the service is efficient, reliable and delivered consistently within national and local guidelines, using the Quality Standards Framework as a basis for assessment.
- Ensure that all commissioners requirements, outcomes and KPI's are adhered to.
- Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- Share learning to ensure service development
- Review and monitor outcomes for service users, ensuring that needs are met using personalised care and support planning and the impact of our service is recorded through accurate statistics and a range of user engagement
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.

Service management

- Ensure teams are familiar with the vehicles and all relevant documentation is completed
- Report and manage any issues relating to the vehicles.
- Work with the Service Manager to monitor the local project budget.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

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
Scotland
<ul style="list-style-type: none">• Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
<ul style="list-style-type: none">• AccessNI – Enhanced Vulnerable Adults

Drivers Check - Required – Yes

Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme'

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential <ul style="list-style-type: none"> - Working knowledge of Office 365 - Ability to work as part of a team and on own initiative - Knowledge of supporting team members - Ability to listen to feedback and make improvements - Excellent interpersonal and communication skills - Managing time and responding to and prioritising a range of competing demands Desirable <ul style="list-style-type: none"> - Knowledge of health and social care services - Ability to deal with queries in a diplomatic, professional and confidential manner 	X X X X	X X	
Experience			
Essential <ul style="list-style-type: none"> - Working with various teams - Experience of delivering high quality services - Experience of coordinating and leading a team of people 	X X	X	
Behaviours			
FOCUSSING ON PEOPLE IN CRISIS <ul style="list-style-type: none"> - Actively addresses the needs of people in crisis - Finds ways to define and continually improve services for people in crisis WORKING COLLABORATIVELY <ul style="list-style-type: none"> - Pro-actively works across boundaries and hierarchies - Involves others by encouraging participation to develop agreed solutions DEVELOPING YOURSELF AND OTHERS <ul style="list-style-type: none"> - Develops own capability 		X X X	

<ul style="list-style-type: none"> - Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance <p>SOLUTIONS FOCUSED</p> <ul style="list-style-type: none"> - Sees basic connections - Identifies the problem or opportunity and discusses it with relevant individuals 		X	
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Full driving licence 	X X		

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.