

Job description and person specification

Independent Living Service Coordinator – Homeless Project			
Salary level	2b	Job reference number	3667
Department	Independent Living & Crisis Response	Division	UK Operations
Work location	Must be able to work at St Thomas' Hospital (Westminster Bridge Rd, London SE1 7EH) as well as travel around South-East London to visit vulnerable service users after their hospital discharge. Driving license is not required	Reports to	IL Service Manager
Role duration	Until the 31st March 2026 (with possibility for further extension)	Last updated	November 2021

Scale and scope of role

Direct reports	Up to 10	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	The Independent Living Service Coordinator will be responsible for working alongside another British Red Cross Service Coordinator and the NHS Homeless teams to support the timely and safe discharge of those that are homeless, or at risk of homelessness. Supporting them back into the community and accessing further services to support them to stay well for longer, in longer term accommodation.		

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 Health and Care team 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 British Red Cross Guy's and St Thomas' Hospital Homeless Team works in partnership with the Guy's and St Thomas' Homeless Health Team to alleviate pressure on hospital services. This is achieved by supporting the wellbeing of homeless inpatients, facilitating timely and appropriate discharges, and helping to prevent unnecessary admissions of vulnerable individuals, including those who may not meet the eligibility criteria for statutory services.

The British Red Cross Service Coordinator will be responsible for liaising with the hospital homeless team and clinical staff 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 assigning incoming referrals, monitoring the service delivery, managing the service budget, 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 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.

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.

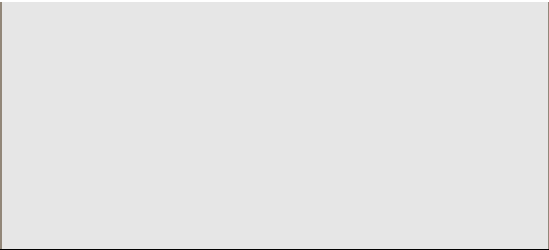
Person specification

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

	<ul style="list-style-type: none"> > Knowledge of services provided by the NHS and Social Care**
Competencies	<ul style="list-style-type: none"> > 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 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). > Ensure anti-discriminatory practice and promote diversity.

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- > 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.*