

Service Coordinator- Health

Job Level	Level 2b	Job Reference No:	
		Role review date:	August 2022
Directorate	Health & Care	Function	Health
Service	Support at Home	Reports to:	Service Manager

Scale and scope of role

Direct reports	Up to 5	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

This is a dual role involving coordination and support work. You will be responsible for liaising with hospital staff and other medical professionals in the community, including GP surgeries, to receive patient referrals. You will contact service users, arrange and attend visits, complete needs assessments, and provide support as necessary.

Key responsibilities

Service Delivery

- > To act as the single point of access for referrals from hospitals and other sources, coordinating with hospital staff, community hospitals, and GP surgeries.
- > Provide daily coordination and support for Volunteers and Support Workers, but no line management duties.
- > Complete service users' need assessments, undertake service user visits, and provide support as necessary in the service user home and community.
- > Develop the service, providing support, leadership and motivation to the staff and volunteers

- > Liaising with health, housing and other professionals to ensure that the needs of the service user are consistently met.
- > To ensure a safe living environment for service users through carrying out risk assessments and providing information/advice whilst respecting their individual dignity, choice and rights.
- > To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- > Provide practical and emotional support such as transport, companionship, assistance with shopping, helping access to groups and activities
- > Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues
- > Use your own car for visits, with a pool car available for team use.
- > Primarily a 9-5 service, but you may occasionally need to start earlier or finish later.

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

- > 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 Support Workers and Volunteers to provide an effective and reliable service

Leadership Behaviours

- > Authentic, consistent and honest leader.
- > Actively listens and allows others to be heard.
- > Adaptable to changing needs, pressures and opportunities
- > Empowers others based on their skills and expertise.
- > Dynamic, inclusive, compassionate and courageous.

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			
- Knowledge of services provided by the NHS and Social Care	✓	✓	
- Working knowledge of Office 365			✓
- General knowledge of how communities work, and the needs of local communities	✓	✓	
- Able to plan own workload		✓	
- Ability to work as part of a team and on own initiative		✓	
- Good telephone manner		✓	
- Knowledge of Supervision	✓		
- Understanding of how to improve service quality for the benefit of users	✓		
Desirable			
- Ability to deal with queries in a diplomatic, professional and confidential manner		✓	
- Excellent interpersonal and communication skills		✓	
- Managing time and responding to and prioritising a range of competing demands through time management		✓	
Experience	S	I	A
Essential			
- 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 coordinating and leading a team of staff and volunteers in the delivery of the service		✓	
Behaviours			
- FOCUSING ON PEOPLE IN CRISIS Actively addresses the needs of people in crisis > Finds ways to define and continually improve services for people in crisis			

<ul style="list-style-type: none"> - WORKING COLLABORATIVELY Pro-actively works across boundaries and hierarchies > Involves others by encouraging participation in order to develop agreed solutions - DEVELOPING YOURSELF AND OTHERS Develops own capability > 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 - SOLUTIONS FOCUSSED Sees basic connections > Identifies the problem or opportunity and discusses it with relevant individuals 			
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. - Able to travel around the area as required - Full driving licence holder and access to a vehicle - Works flexibly to fit in with service hours, which could include working occasional evenings and/or weekends. - To be part of the local On Call Duty Manager rota. 			

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.