



JOB DESCRIPTION

POST:	Service Coordinator
LOCATION:	Rotherham
WORK BASE:	Office based with travel
RESPONSIBLE TO:	Operations Manager (or nominee)
DBS CHECK:	This post is subject to Adult and Child Workforce regulations

JOB PURPOSE

To coordinate the delivery of our Housing Related Support service providing support to single people and families residing in emergency and temporary accommodation provided by Rotherham Metropolitan Borough Council. This role is vital in facilitating access to necessary services, coordinating support, and ensuring a supportive, safe environment for Staff and People we work alongside during their time of need.

KEY RESPONSIBILITIES

Service Delivery

- Manage referrals and ensure decisions are communicated to referrers within agreed timescales.
- Ensure strengths-based needs assessments are completed within agreed timescales.
- Ensure people we work alongside have a dedicated key worker and person-centered Support and Safety Plans.
- Review Support and Safety Plans and offer guidance to staff ensuring support is delivered within the style of P3's operation e.g., trauma informed.
- Ensure the service is delivered in a psychologically informed way in line with PIE & TIC.
- Ensure accurate and up-to-date running records for all people we work alongside.
- Proactively raise awareness of safeguarding issues, provide guidance to staff and ensure concerns are reported as per local safeguarding procedures.
- Carry out day-to-day tasks in the absence of support staff to ensure continuity of service.

- Lead on the recruitment and induction of new staff including volunteers.
- Train and supervise staff including volunteers fostering a supportive and efficient team environment.
- Coordinate and lead staff team meetings.
- Provide people we work alongside with opportunities to provide feedback to inform service delivery/plans.
- Ensure feedback is obtained Stakeholders and used to inform service delivery/plans.
- Build relationships with external agencies to ensure people we work alongside receive appropriate support.
- Promote inter-agency working amongst staff to ensure people we work alongside receive appropriate support.
- Adhere to Safeguarding legislation and local procedures.
- Represent the service at relevant local multi-agency forums and/or meetings.
- Attend community events to raise awareness of the service and build relationships with the local community.
- Monitor and evaluate the impact of the service and make necessary adjustments to improve outcomes.
- Manage and respond to service complaints.
- Complete internal Contract Performance Reports (and any other information) as requested.
- Lead on the implementation of Social Value commitments specific to this contract.
- Liaise with our organisational Social Value Lead providing updates as requested in relation to progress against our Social Value commitments.
- Attend Contract Management meetings with Rotherham Metropolitan Borough Council.
- Provide Contract Performance Reports (and any other information) to Rotherham Metropolitan Borough Council as requested.
- Lead and participate in internal and external audits as requested.
- Work in a way that is aligned and upholds our culture and values.

Health and Safety

- Ensure building checks and Risk Assessments are completed and reviewed in accordance with P3's policies and procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

Development

- Undertake P3's staff induction training program.
- Undertake development activities as necessary and appropriate to the role.

Delivering Equality

- Foster a culture the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Work within the framework of P3's Equality and Diversity Policy at all times.
- Promote the rights and needs of people who use P3 services in the community.

Other

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to people are fulfilled.
- You may be required to transport people you work alongside in your own transport.
- This role is office based with regular travel in and around the community you are supporting. Occasional home working may be available with prior agreement from the line manager.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Service Coordinator

	Essential	Desirable
<p>Values</p> <ul style="list-style-type: none"> • A commitment to our involving people we work alongside and empowerment • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities • Recognise and value all aspects of diversity • Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation • Management style that involves people in decisions • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Experience</p> <ul style="list-style-type: none"> • Managing a service in a care or support setting • Supervising staff in a care or support setting • At least 3 years experience of the above • Lived experience of accessing care of support services 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Understanding of the political and social context within which voluntary organisations provide support services • Understanding of the principles of trauma-informed care and how that can be implemented • Understanding of the support needs of people who access our services • Understanding of Safeguarding legislation • Understanding of Equality and Diversity legislation • A working knowledge of relevant legislation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	

<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Effective interpersonal and communication skills • Ability to maintain accurate records • Able to establish and maintain constructive relationships with a wide range of stakeholders. • Confident user of e-mail • Can produce quality written reports • Ability to work flexible hours • Able to motivate a staff team • Full driving licence and use of a vehicle 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • Qualification in health, social care or housing • Substantial evidence of commitment to personal and career development relevant to the post • NVQ/QCF Competencies at level 3 • NVQ/QCF Competencies at level 4 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>