

ADULLAM HOMES HOUSING ASSOCIATION LIMITED

Role Profile

POSITION	Service Coordinator
RESPONSIBLE TO	Operational Manager
SALARY	£23,985 per annum
CONTRACTED WORKING HOURS	37.5 per week
LOCATION	Leicester
DISCLOSURE LEVEL	Enhanced with barred list Adult Only

Our Mission “Restoring hope and dignity”

Our Values Valuing the Individual Integrity and Fairness Striving for Excellence

Our Association Adullam provides quality accommodation and support as an organisation motivated and informed by our Christian ethos.

PURPOSE OF THE JOB

The primary purpose of this project is to provide support to people with multiple and complex needs as part of a Floating Support service. The post holder is responsible for developing and delivering a person centred support package that is tailored to suit the needs of each individual accessing the service. The support should assist service users in developing the skills required to build resilience to maintain independent living and either move on into permanent housing. You will be expected to contribute to the maintenance and development of the Association’s values, culture and ethos.

KEY RESPONSIBILITIES

1. Provision of Support

1.1 To process referrals for their suitability for the service using the allocated pathway / system.

1.2 To understand and work to and deliver the support delivery model, service specification and outcomes identified for the project and its service users.

1.3 Assist service users to achieve jointly agreed objectives set within their support plan, to liaise with external agencies as and when required.

1.4 To support and assist service users in maintaining appropriate accommodation, working in partnership with other relevant agencies

1.5 To deliver Drop In Sessions & Group Work for the service users, offering assistance to resolve immediate needs or to sign post on to other relevant services

1.6 To support an allocated case load. This will be determined by the needs of the service and will vary according to whether cases are floating support or based within temporary accommodation.

1.7 To maintain individual records to a high standard and record outcomes using the customer relationship management system.

1.8 To assist service users in practical matters such as acquiring furniture, benefit applications, managing a tenancy, and ensuring utility services are connected.

1.9 To advocate verbally and in writing on behalf of the service user to ensure they receive the services and benefits to which they are entitled.

1.10 To work closely and engage service users with the relevant statutory and voluntary agencies to ensure safety and avoid homelessness.

1.11 To encourage service users in developing their skills for independent living e.g. practical household tasks, interpersonal skills, budgeting and taking responsibility for paying bills, including rent (where arrears accrue, to work with relevant statutory / voluntary / private sector landlord / lady).

1.12 To enable and empower service users to undertake activities in the wider community and maximise opportunities in work, training, leisure and education.

1.13 To promote and assist in the provision of a range of activities to supplement and enhance services we are able to offer service users.

1.14 To review and monitor service delivery in conjunction with the line manager to ensure contract compliance, best value / working practices.

1.15 To promote co-production and service user involvement opportunities and to motivate and enable service users to take up these opportunities.

1.16 To maintain the highest level of confidentiality within the principles of GDPR and the Association's Policies and Procedures.

1.17 Promoting the service to the wider community to include networking and liaising with a wide variety of agencies both statutory and third sector.

2. Administration Duties

2.1 To maintain up to date records in accordance with the association's Customer Relationship management system and procedures.

2.2 To assist with the production of statistics, reports and input into service evaluations 2.3 To formulate and forward information packs, as required.

2.4 To utilise and keep all service user information in accordance with GDPR, and the Association's confidentially policy.

2.5 To monitor and review documentation used.

3. As a member of the team

3.1 Work as part of a service rota covering the core hours of support delivery according to the service specification.

3.2 To provide cover for colleagues in their absence as and when required.

3.3 To attend multi-disciplinary team tasking meetings as and when required.

3.4 To attend team supervision briefings and other relevant meetings as and when required.

4. Culture, Values and Behaviour

4.1 To articulate and personally demonstrate Adullam’s set of values and behaviours.

4.2 To contribute to the building of a staff culture where every person feels empowered and valued.

5. Health and Safety

5.1 To be aware of the policies of the association and ensure they are carried out and that good practice is maintained.

5.2 It is your responsibility to take care of your own health and safety and that of your colleagues.

See attached Appendix 1 - general employee H&S responsibilities. Once in post additional H&S responsibilities maybe delegated.

6. Co-production

6.1 Ensure Co-Production, Involvement and Engagement in all aspects of the services development, and embed Involvement at the core of service provision.

7. Relationships and Partnerships

7.1 To create, maintain and enhance effective working relationships both internally and externally, and to challenge inappropriate, unproductive behaviours or behaviours or values that do not replicate those of Adullam.

8. Personal Development

8.1 Contribute to the overall development of the Association by using individual skills, strengths and abilities.

8.2 To actively participate in your own annual performance review and objective setting.

8.3 To fulfil your own agreed personal development and training programme/pathway.

9. General

9.1 To contribute positively to the Association’s efforts to ensure “Excellent Stewardship” of Adullam’s resources by delivering services with economy, efficiency and effectiveness.

9.2 Any other duties that are deemed appropriate to the post.

10. The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. I have read and agree with the above, and the Health & Safety responsibilities, Appendix 1:

Signed (employee)

Date

Person Specification

Post: Service Coordinator

LOCATION Leicester

ESSENTIAL EXPERIENCE/KNOWLEDGE AND SKILLS

- Experience and delivering support to people with complex needs.
- The ability to negotiate and advocate on behalf of others to build positive and empowering relationships with vulnerable people with a wide range of support needs including setting appropriate personal boundaries.
- The ability to motivate service users to engage in support and personal development activities to achieve positive outcomes.
- Skilled in working collaboratively as part of a multi- disciplinary team to build effective partnerships with a wide range of agencies for the benefit of service users and housing providers.
- Ability to accurately record work and day to day interventions and residents progress.
- A basic knowledge and understanding of the needs of people with complex needs.
- Experience of effective support planning and outcome delivery and reporting.
- A basic knowledge and understanding of the roles of relevant support agencies that service users may need and how to access them.
- An up to date knowledge of welfare benefits and related entitlements including universal credit and PIP.
- Understanding of safeguarding and measures to reporting concerns.
- Communicates effectively both verbally and in writing.
- Plans and prioritises effectively. Good time management and organisation skills.
- Uses Information Technology assist in reporting and monitoring, to self-administer and for effective communication.

ESSENTIAL BEHAVIOURS

- An ability to demonstrate our values and behaviours and work within our Christian Ethos.
- Flexible, approachable, positive and enthusiastic.
- Focussed on actions and achieving outcomes.
- A commitment to working within the Association's Equal Opportunity Policy and Codes of Practice.
- Team player.

GENERAL

- Promotion of service user involvement at all levels of service delivery.

Appendix 1

Health & Safety Responsibilities

All Employees

INTRODUCTION

The nature of our working environment does not permit us to write extensive rules governing every detail of health and safety at work. However, if you read, understand and follow these rules you will help to comply with your legal duty and contribute to the safe running of our workplace. If you do not understand what is expected of you, or if you are unsure about our safety rules, speak your line manager as soon as possible.

GENERAL

- It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Staff must not intentionally or recklessly interfere with any equipment or guidance provided in the interests of health, safety or welfare.
- It is the duty of all staff to report any dangerous work situation and any shortcomings in our safety arrangements so that we can take the necessary remedial action.
- Staff must become familiar with the contents of our Health and Safety Policy and Procedures and our Health and Safety Management System.

WORKPLACE

- Keep all access points free from obstruction, slipping and tripping hazards at all times.
- Never leave cables or bag handles trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
- Keep your work area clean and tidy, regularly remove rubbish and waste materials.
- Clean up any spillage immediately. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment or report immediately to the site responsible person.
- Only use equipment that you have received training and instruction for, and which you are authorised to use.

FIRE SAFETY

- Read the fire notices displayed within the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
- Do not prop open fire doors or tamper with firefighting equipment, such as extinguishers. Report any accidental use of firefighting equipment and damage to fire and exit doors.
- Smokers must only smoke in designated areas and dispose of smoking materials in a safe manner.

ACCIDENTS AND HEALTH

- All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your line manager.
- Ensure the details of your accident and injury are recorded.
- Report all dangerous occurrences and “near miss” incidents.
- Report any medical condition you may have, or medication you are taking which could affect your ability to carry out your work safely.
- You must not work if you have taken any substance that could affect your ability to work safely.
- Report immediately any damage caused to property.
- If you see a situation which has the potential to cause an accident or injury, you must report it immediately. • Co-operate with any incident or accident investigation.

HAZARDOUS SUBSTANCES

- Before you use any substance marked as hazardous, make sure that you have received training and information on its safe use and handling.
- Ensure that you always read and follow the instructions marked on containers prior to use.
- Do not transfer hazardous substances from one container to another.
- Return hazardous substances to any designated storage areas after use.
- Only dispose of waste hazardous substances as instructed. If you are unsure of what to do you must ask.
- Immediately notify your supervisor or manager of any spillage.
- If you have any concerns regarding the use of hazardous substances speak to your line manager or site responsible person.