

SERVICE COORDINATOR – JOB PROFILE

Reference number:	Disclosure Level (DBS):	Project/Service/Location:
ADU1116464	Adult and child with barred	Devonshire House – Chesterfield
Reports to:	Responsible for (line manage):	Salary:
Team Leader	None	£25,184.25 per annum

PURPOSE OF THE JOB

To develop and deliver a person-centred support package that is tailored to the needs of each young person accessing the service.

KEY RESULTS AREAS

	Key Result Area	
1	To protect, support and educate young people about incidents and safeguarding in a person centred way to meet the needs and ensure safety of the young people within our accommodation in line with the Associations values, policies and procedures.	Pyramid entries, incident reporting, safeguarding records, stakeholder feedback, meetings, young person's feedback
2	To develop, promote and deliver direct, planned and structured one to one activities and group sessions co-designed with our Young People in line with support and coproduction plans.	Support plan, co-production plan, stakeholder feedback
3	To support and assist young people in developing the skills required to build resilience, overcome barriers and advocate for themselves, to enable them to move on into permanent housing, integrate into communities and maintain their independence in line with their specific needs.	Support plan, Pyramid entries, move on, stakeholder feedback, ILS workbooks, meetings
4	To adopt a person centred and trauma informed approach to build trust with our Young People and develop tailored support plans in line with our Statement of Purpose and OFSTED regulations.	Support Plan, Pyramid entries, safeguarding, stakeholder feedback, meetings, co-production
5	To act as first point of contact and coordinate caseload engaging where appropriate colleagues, third-party agencies and housing support to facilitate the move on of our young people into their own accommodation in line with support plan and their specific needs.	Support plans, incident reports, Pyramid entries, safeguarding, stakeholder feedback, move on, meetings, co-production
6	To record, update and maintain documentation and e-records of support activities signposting changes and outcomes to key stakeholders in accordance with GDPR, policies and procedure.	GDPR guidance, policy procedures, pyramid entries, support plans
7	To observe, identify and act on known or new safeguarding concerns developing safety management plans in conjunction with the young person to mitigate risks and maintain safety in accordance with policy and procedure.	Safeguarding, safety plan, support planning, incident reporting
8	To carry out entry/exit tasks, safety and welfare checks, and respond to emergencies and crises that arise within service hours in accordance with policy and procedure.	Pyramid entries, support plan

Know How

Job holder will have acquired knowledge through on the job experience and/or additional qualifications.
Most work undertaken will be tailored to the needs of each young person presenting to our service albeit it

will be of a routine nature requiring the job holder to follow established practices, procedure and policies. There will be requirement for lone-working on-site/off-site with young people. The job holder will require a degree of persuasiveness/assertiveness when supporting our young people with their emotional and other support needs. Job holder will be engaging, creative and adaptive when working with young people. Job holder will hold a caseload of young people and coordinate support in line with support plans and in consultation with young people.

Problem Solving (Thinking Environment and Decision Making)

The actions and decision undertaken by the Job holder will be determined predominantly by established and routine practices and processes albeit tailored to the needs of the Young Person. Where work deviates from established practices e.g., safeguarding concerns or anti-social behaviour then the job holder will be the first responder and will be required to act appropriately to address or diffuse situations, and to escalate or engage emergency services or other third parties to support the young people in our accommodation.

Accountability (Freedom to Act/Magnitude/Type of Impact)

The job-holder will act within established practices, processes, procedures – some room for initiative. May involve responding independently to unexpected problems and situation with support from line management. Where there is deviation from established practices, etc., the job-holder can decide on what course of action is most appropriate in conjunction with line management for example a Young Person requires an enhanced service. The job holder is accountable for the work assigned to them. There are usually several job-holders in this role within the designated area of work each working a specific case-load.

The job holder has responsibility for the coordination and execution of the Young Person Support Plan. The jobholder will support the Young Person with their finances and benefits.

The job holder will be responsible for working under Ofsted Standards for Supported Accommodation.

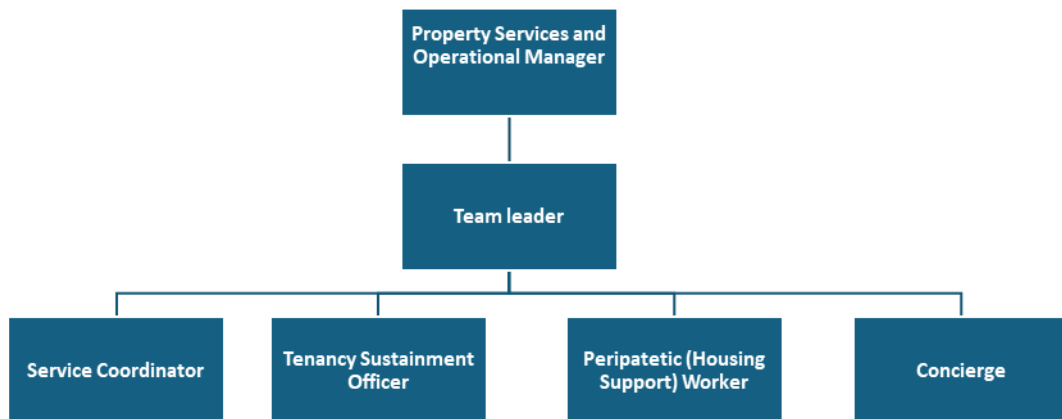
Physical Effort

The job holder may be expected to help move and carry items to assist young people moving home but not require physical effort beyond what might generally be expected in the performance of jobs in a day-to-day office environment.

Work Environment

The job-holder will lone-work out of hours within a supported accommodation environment where tenants, residents and services users are vulnerable and have multiple needs.

ROLE POSITION WITHIN THE TEAM



ADDITIONAL INFORMATION

The job holder will carry out any other duties that are deemed appropriate to the post.

The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

We are all accountable for the Health & Safety of ourselves and others, put simply this includes you taking the time to complete all learning, understanding your role specific responsibilities, working with reasonable care and taking steps to report problems related to health and safety. Please sign up to the Association's health and safety rules – see Appendix 2.

APPENDIX 1

PERSON SPECIFICATION

Education/Qualifications/Knowledge	Essential/Desirable	Measurement
Basic standard of education	E	All will be evidenced by CV, letter, and at interview
Good verbal communication skills to be able to build trust and maintain relationships with staff and our Young People (TRS) in a professional & responsible manner	E	
Car user and able to use car for work purposes	D	
Being physically capable to move around the building	E	
Familiar with Pyramid or other e- system	D	
Flexible and can work non-standard working hours (rota)	E	
Able to demonstrate knowledge of Safeguarding	E	
Worked with confidential information and maintained its security	E	

Experience/Knowledge	Essential/Desirable	Measurement
Previously worked in Young Peoples Supported accommodation	E	All will be evidenced by CV, letter, and at interview
Knowledge of person centred support and trauma informed care	D	
Experience in support planning, key-working, risk assessment	E	
Experience of remaining calm under pressure	E	
Experience of defusing difficult situations	E	
Experience of lone working	D	
Ability to use IT systems confidently	D	

Values/Behaviours/Competencies	Essential/Desirable	Measurement
Willingness to work within our values framework and Christian ethos.	E	Letter of application/interview
Good interpersonal Skills	E	Interview
Empathetic	E	Interview
Good organisational & time management skills	E	interview
Flexible with ability to deal with unexpected events	E	Interview
Ability to work without immediate supervision	D	Interview
Resilient	D	Interview
Demonstrates a desire to transform young people's lives	E	Interview
Disclosure and Barring Service (DBS) Check: This role due to its nature, duties and responsibilities will be subject to a check by DBS. The level of check which will apply shall be an enhanced with Barred list (Children and Adult) check. Information about this disclosure can be found at www.gov.uk.dbs .		

APPENDIX 2

HEALTH & SAFETY RULES

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.

All job-holders are required to agree and sign up to the Association's health and safety rules – please sign document in Section 2 below

SECTION 1:

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.

Service Coordinator

- 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.

SECTION 2

I understand my responsibilities and obligations under the Association’s Health and Safety Rules

Signed (employee)

Date