

Job Description

Job Title: Service Co-ordinator

Reports to: Head of Operations

Overall purpose of the job:

Reporting to Operational Lead, the role has operational responsibility for the day-to-day management and performance of two Registered Services. The post holder will play a leading role in the strategic management and development of services ensuring people we support, and families/carers are actively engaged, utilising resources to ensure goals and objectives are met, evaluating both internal and external factors that may have an impact on service delivery; as well as providing operational management to ensure optimum support to individuals is achieved.

The post holder will be responsible for leadership, providing direct support and supervision to Assistant Team Leaders across the services, and be responsible for the setting and delivery of budgets, and for quality and regulatory compliance. They will ensure that standards set by Choice Support are adhered to.

Scope of the job:

1. To provide operational management, supervision and guidance to Assistant Team Leaders and other support staff as required, and indirect support to all staff, employed or volunteering in the services.
2. Directly or in collaboration with Assistant Team Leaders:
 - To support the transformation and development of the services through the provision of strategic thinking and the generation of ideas, including identifying in service provision and improvements in service development in line with best practice in partnership with all stakeholders.
 - To effectively administer services and budgets as directed by the Operational Lead, managing and monitoring appropriately in line with required contribution levels.
 - To set the standards, lead by experience and respond effectively and proactively in a timely fashion, to the varied changes of multi-faceted service delivery and stakeholders needs.
 - To comply with required legislation and compliance relevant to the service model.
 - To ensure that support and planning for individuals is personalised and of the highest quality and is done in collaboration with the individual and/or advocates.
 - To ensure individual documentation is regularly updated, read and understood by all staff members.
 - To maintain confidentiality and respect the dignity and privacy of individuals in line with Choice Support Policies and Procedures.
 - To maintain service wide adherence to Choice Support policy, procedures, guidelines and best practice.
 - To ensure Health and Safety standards are reflected in work practices.

- To ensure staff induction, training, development, staff supervision and appraisal are planned, undertaken, monitored and reviewed.
 - To deploy staff resources appropriately to economic usage within the rota and, with Assistant Team Leaders, plan staff availability to cover support needs and to share staff resources across services.
 - To support Assistant Team Leaders to effectively manage absence, conduct and performance issues in accordance with Choice Support policy and procedures.
 - To ensure regular team meetings both of individual staff groups and Assistant Team Leaders.
 - To action outcomes of internal and external monitoring of audits.
 - To ensure timely completion of reports as required.
 - Ensure understanding of and compliance with MCA, DoLs and safeguarding including best interest meetings.
 - To promote and ensure professionalism and effective communication with external agencies.
 - To liaise regularly with families establishing parent/carer forums and other platforms to ensure consistent communication.
 - To lead on investigations into accidents or incidents and draw up an action plan to prevent any recurrence.
3. There is an expectation that the work will include significant administration tasks including, but not limited to, report writing, preparing for tenders, audits, budgetary management including commentaries on variances.
 4. The post holder will need to work and communicate effectively with all departments and colleagues across Choice Support.

Responsibility for Others

1. Supervision and in line management of Assistant Team Leaders and other service staff as required.
2. Overall responsibility for teams across both services.

Influence/Impact

1. High level influence and impact on the quality-of-service provision.

2. External influence and impact with commissioners on quality and service design and responding to contract specifications.

Person Specification

Criteria	Essential
Qualifications	Literacy and numeracy skills commensurate with the requirements of Choice Support Standard assessment QCF Level 5 Diploma in Leadership in Health and Social Care/ equivalent qualification or willing to work towards.
Demonstrable Knowledge	<ul style="list-style-type: none"> • Excellent leadership skills. • Demonstrate experience in evaluating both internal and external factors that may have an impact on service delivery. • Demonstrate experience of working under own initiative. • Vision for managing multiple services and of utilising resources effectively. • Substantial experience in the social care field, including at management level or equivalent transferable skills. • Excellent verbal and written communication skills including confidence in working with external agencies. • Computer literate. • Experience of managing HR processes.
Personal Attributes	<p>Be able to demonstrate the following qualities:</p> <ul style="list-style-type: none"> • Reliable • Responsive • Integrity • Flexible • Proactive, motivated and able to take initiative • Good delegation skills • Coaching skills • Resilient • Resourceful and innovative • Understanding and empathy • A good listener and willing to learn • To manage own time, engage in a variety of tasks • Able to build relationships and network with stakeholders