



## Service Coordinator Job Description

<b>Responsible to:</b>	Chief Executive Officer
<b>Hours:</b>	30 hours per week (Monday-Friday, may include occasional evening work)
<b>Salary:</b>	Actual £20,280 (FTE £25,012)
<b>Location:</b>	Weston Super Mare with some travel throughout North Somerset

### Key purpose of the job role

The Service Coordinator will be responsible for managing the day to day operations of several [services/projects](#) delivered by North Somerset People First (NSPF) for people with learning disabilities and/or autistic spectrum conditions (ASC).

To be successful in this role you will have demonstrable capacity to coordinate a broad range of services. You will have excellent organisational skills and the ability to manage a demanding and diverse workload.

You will have the ability to contribute to the planning and development of NSPF's existing and future services.

Furthermore, you will have exceptional interpersonal communication skills and the ability to work and build partnerships with a range of agencies.

### Job Summary

Working closely with the Chief Executive Officer, the Service Coordinator will be responsible for overseeing and monitoring the day to day activities of NSPF including: Self Advocacy groups, Advocacy and Person-Centred Planning service and the A Better Life emotional wellbeing service. You will be providing support and supervision to staff and volunteers working in the above services and will play a key role in promoting the organisation and communicating with external agencies. You will be instrumental in the planning and development of existing and future services.

## **Duties & Responsibilities:**

- Recruitment and induction of new staff and volunteers
- Providing support and supervision
- Service monitoring and evaluation, ensuring services are meeting their expected targets and outcomes.
- Produce reports to support the monitoring and evaluation of NSPF services, this will include use of our CRM system to record, monitor and report on engagement and outcomes.
- Providing regular written reports for CEO and board of trustees
- Contributing to the planning and development of new services, including business planning and funding applications
- Carrying out engagement activities to support the marketing and PR of the charity
- Regular use of our social media platforms for marketing and engagement purposes
- Networking with other organisations and statutory bodies to identify opportunities to expand service provision
- Managing and allocating new referrals to NSPF services
- Attend regular supervision and relevant training.

## **Other**

- General office/service cover and enquiries.
- Undertake any other duties commensurate with the post.

## **General**

The post-holder will be expected to adhere to all organisational policies, including health and safety.

## **Line Management**

The post-holder will be accountable to Chief Executive Officer

## **Equal Opportunities**

The post-holder will be expected to implement NSPF's Equal Opportunities Policy in all aspects of their work.

## **Confidentiality**

The post-holder will be expected to abide by NSPF's Confidentiality Policy at all times.

## **Safeguarding Children & vulnerable adults**

This organisation is committed to safe guarding and promoting the welfare of children and young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**NB This role is subject to an enhanced Disclosure and Barring Service check**

## Core values, attitudes and behaviours expected of all staff associated with the role

### Skills

- The ability to develop good relationships with service users, staff & volunteer team, trustees, parents/carers & professionals
- Have person centred values
- Excellent team leading skills and an aptitude for fostering positive working relationships
- Excellent skills in communicating clearly and professionally, including: formal reports, presentations, marketing materials, accessible documents, meeting agendas & minutes
- Excellent IT skills, including MS Office, database packages and social media platforms
- Good time and task management skills
- The capacity to work under pressure
- A high level of enthusiasm and self-motivation
- Be dependable, including the ability to manage the expectations of those you are working with
- Have good problem-solving skills, with the ability to identify other solutions to achieve an objective
- Be able to identify and pursue improvements in processes you are working to

### Qualifications

- A qualification in project management for example: Prince2, PMP or management certificate/diploma for example: CMI would be advantageous, however not essential.
- A recognised qualification in learning disabilities, Autistic spectrum conditions and/or mental health would be advantageous, however not essential

### Experience/Knowledge

- Demonstrable knowledge of learning disability, ASC & mental health
- Good knowledge of common mental health difficulties
- Good understanding of relevant legislation e.g. Care Act 2014, Mental Capacity Act 2005
- Experience of managing & prioritising workload to deliver best possible outcomes and meeting service targets
- Experience of managing and reporting on service/project delivery and outcome progress
- Experience of executing a diverse range of processes, procedures and responsibilities.
- Experience of facilitating groups, chairing meetings and delivering training/presentations

You may have experience of the following: Family Engagement Manager, Family Engagement Worker, Care/Day Centre Manager, Customer Service Manager, Services Manager, Service Coordinator, Project Coordinator, Family Services Manager, Volunteer Management, Senior Support Worker, Family Services, Social Work, Advocacy, Mentor, Mentoring, Charity, Charities, Not for Profit, Third Sector, Case worker, Case Manager, etc.

**NB:** This role involves travel throughout North Somerset, therefore, the post holder is required to hold a current valid UK driving license and have access to a vehicle with appropriate business insurance