

Job Description

Job Title	Service Co-ordinator
Service/Department	Sanctuary
Salary	£21,000 per annum pro rata
Hours	7 hour shifts (Out of hours 18:00-01:00), working on a 2 week rolling rota on a 2/2/3 working pattern. Week 1 – Mon, Tue, Fri, Sat, Sun / Week 2 – Wed, Thu. Including bank holidays.
Base	Braintree
Responsible to	Sanctuary Service Lead
Accountable to	Community Services Manager

Job Summary:

Working within the team, it will be a requirement of the Service Coordinator to lead the shift and provide advice and guidance to the support workers, taking over the support of a client if required.

The Service Coordinator will be responsible for the Support Workers and the shift. This will include, but is not limited to -

- Discussing and allocating referrals, ensuring these are equally shared across all staff (including self),
- Be responsible for a caseload of service users who have complex and substantial mental health needs and are in crisis during out of hours, for the evening (capacity dependent),
- Ensure admin is completed by the end of each working shift,
- Provide supervision, debriefing sessions as required, at the end of the shift/after a support session/call,

Alongside the team, the Service Coordinator will ensure a safe environment is maintained at all times, they will be required to work as part of a MDT, ensuring that high quality, individualised care and support is delivered and that it promotes recovery and maximises independence.

Key Responsibilities:

1. Ability to manage distress and conflict in day to day work with service users who, as an expression of their distress, may at times be difficult to engage and/or demonstrate significant risk behaviours.
2. Ability to communicate to service users and carers in an understandable manner based on a recovery model of mental illness which inspires hope to the service user and carer.
3. To work collaboratively with colleagues directly involved in the delivery of mental health care, in the community and will endeavour to develop good working relationships and networks with other community resources and providers, both statutory and non-statutory.
4. To be required to have effective and accurate written and verbal communication skills.
5. To demonstrate high level interpersonal and communication skills that promote and maintain therapeutic relationships with service users, their family and carers, and to help the service user overcome any barriers to communication.

6. To assess and manage risk to service users and others, involving possible harm to self or others and to formulate appropriate interventions, if necessary with the support of colleagues, other services or service lead.
7. To work to safeguarding Legislation and Policies for Children, Young People and Vulnerable Adults at all times. Provide leadership and expertise when dealing with Safeguarding concerns and manage all recording and reporting processes in line with the Organisation's Policies and SET Procedures
8. Ability to manage a caseload of service users with differing presentations whose condition may fluctuate in severity and complexity.
9. To manage own time and to prioritise their caseload and workload effectively, and support the reallocation of workload when other staff are absent for significant periods of time.
10. To be responsible for data collection whilst on shift and support the Service Lead in meeting reporting requirements.
11. Ability to meet deadlines for reports in accordance with statutory and agency requirements.
12. To attend and actively participate in own Supervision and relevant Meetings, as necessary and at the request of the Service Lead.
13. The post holder may need to carry out service user assessments, autonomously, should they be needed. This will be subject to appropriate risk assessments to ensure service user and worker safety.
14. To be responsible for ensuring health care records are accurate and are of a high quality.
15. To support the development of local services, taking into account national and local best practice and policies and procedures, which influence the local and national agenda.
16. To represent and be an advocate of Mid & North East Essex Mind at all times.
17. To facilitate and attend internal and external Meetings, as necessary.
18. To support senior staff and contribute to the decision-making processes, which directly affect the service provision within the locality.
19. To participate fully in the effective monitoring, review and evaluation of the service provided.
20. To offer support to the Service Lead and HR function in recruitment of staff and volunteers in line with Mid & North East Essex Mind's Policies and Procedures as required.
21. To assist the Service Lead, if required, with supervising support workers.
22. The post holder is required, with relevant training, to be able to use both manual and electronic systems of record storage, and may be required to utilise a variety of software applications such as Youmanage the internet, email and WORD.
23. Any other duties commensurate with the post and grade.

Organisational values: <i>Post-holders should be able to demonstrate the following:</i>	
Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post will be subject to a regular annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

Person Specification

POST: Sanctuary (Crisis Café) Care Coordinator

Category	Essential	Desirable
Education & Qualifications	1. Educated to a level 5 level in Health and Social Care or other relevant field.	1. Further relevant Post Qualifying Training
Experience	2. Significant post basic qualification experience of working with adults with complex mental health needs. 3. Evidence of MDT working.	2. Experience of involving service users/ carers in evaluation/planning and monitoring of services. 3. Experience in leading a team.
Skills, Abilities & Knowledge	4. Knowledge of Risk Assessment and Risk Management. 5. Knowledge of statutory requirements and legislation ie Mental Health Act, Safeguarding, 6. Ability to provide assessment of individuals with complex mental health needs. 7. Risk Assessment skills. 8. Risk Management skills. 9. Able to work as part of a team. 10. Competent in the use of Microsoft Word, Office, Outlook and Excel. 11. Ability to demonstrate effective written and verbal communication skills. 12. Ability to work flexibly. 13. Ability to uphold the Organisation's Values and Vision for future development of the Charity. 14. Excellent interpersonal skills. 15. Ability to adapt within a changing environment. 16. Time Management skills. 17. Ability to work under pressure.	4. Experience of working with diverse groups ie BAME communities 5. Research and evaluation. 6. Information and Technology skills. 7. Leadership skills
Personal Characteristics	18. Empathy and compassion 19. Full UK Driving Licence.	