

## Service Coordinator

<b>Job level</b>	2b		
<b>Directorate</b>	UK Operations	<b>Service/Function</b>	Health
<b>Reports to</b>	Service Manager		

### Scale and scope of role

<b>Direct reports</b>	Up to 10	<b>Indirect reports</b>	None
<b>Budgetary responsibility / accountability</b>	C. £5000	<b>Accountability for other resources</b>	None
<b>Reach and impact</b>	The Service Coordinator will be responsible for liaising with a number of key stakeholders such as Health and Social Care Professionals, the Voluntary Sector, members of the public to receive patient referrals. Co-ordinating and managing a team of staff and Volunteers to provide an effective and reliable service.		

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Health and Local Crisis Response (HLCR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

### Our values and principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Purpose of the Role

The Service Coordinator will be responsible for liaising with hospital staff and other medical professionals in the community, including GP surgeries, to receive patient referrals. Thorough records will be required to evaluate and analyse the outcomes of the services, and this will be the responsibility of the Service Coordinator. Other responsibilities will include assigning incoming referrals to a Service Support Worker (or equivalent), monitoring

the service delivery, managing the service budget, ensuring service health and safety, evaluating progress, overseeing record-keeping, recruiting, engaging and managing volunteers, attending hospital meetings, and ensuring the team works together seamlessly

The post-holder will act as contingency for Service Assistants when required and may need to provide cover for their colleagues at other hospitals served by the Red Cross in the area.

Service confidentiality and safeguarding vulnerable people are key responsibilities of the role.

The post requires regular evening work, being part of a regular 24 hour duty officer on-call rota and potential emergency response duties at any time throughout the year.

## Main responsibilities

### 1. Service Delivery

- > To act as the single point of access for referrals from the hospital and other sources and provide daily coordination and support for Volunteers and Service Assistants delivering the service
- > Liaise with hospital/community staff at hospital/community hospitals/GP surgeries to promote the service, receive referrals, and provide a timely response to questions about the eligibility of a patient
- > Ensure that service users' needs are assessed
- > Develop the service, providing support, leadership and motivation to the staff and volunteers
- > Undertake service user visits if necessary

### 2. Quality and performance

- > Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- > Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- > Share learning to ensure service development
- > Ensure that the impact of our service for service users is recorded through appropriate records (such as BRM), complete reports and paperwork as required

Review and monitor outcomes for service users, ensuring that beneficiaries' needs are met using the Top 3 goals approach and the impact of our service is recorded through accurate statistics and a range of user engagement

- > Ensure service users are correctly discharged according to agreed procedures

### 3. Management

- > Provide support to the staff and volunteers delivering services
- > Work with relevant teams in the recruitment, induction, development, training and engagement of volunteers providing the service

- > Co-ordinate and manage a team of staff and Volunteers to provide a professional , effective and reliable service

#### 4. Financial

- > Keep within the service budget, follow local financial procedures

#### 5. Team Leader

- > All team members understand their responsibilities and objectives
- > All resources involving staff are managed in accordance with BRC policies and procedures
- > All staff are kept informed of relevant organisational plans and updates on development
- > There is a collaborative approach to understanding and developing the service by encouraging feedback from the teams

#### 6. Team Member

- > Actively participates in all team meetings
- > Supports other team members
- > Work and behaves in accordance with all BRC policies and procedures
- > Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

### Pre- engagement checks

#### Criminal Records

##### Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland
> n/a
Northern Ireland
> n/a

#### Drivers Checks

> Required Yes
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## Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Diversity is something we celebrate**, and we want you to be able to bring your authentic self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Integrity and conduct

In the British Red Cross we will not tolerate any form of misconduct, including sexual harassment, exploitation and abuse. We have a code of conduct in place and are committed to creating a culture of integrity in the organisation where misconduct is not tolerated, situations of abuse are quickly investigated and perpetrators are dealt with effectively.

The British Red Cross Code of Conduct can be found on our website.

## Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
<b>Knowledge and Skills</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>&gt; Ability to work as part of a team and on own initiative**</li> <li>&gt; Able to plan and manage own workload**</li> <li>&gt; IT literate with a good working knowledge of Microsoft office packages</li> <li>&gt; Good communication skills including the ability to engage with internal and external partners/agencies</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Ability to deal with queries in a diplomatic, professional and confidential manner</li> <li>&gt; Knowledge of services provided by the NHS and Social Care</li> <li>&gt; Level 3 H&amp;SC qualification or equivalent (or willing to work towards if required)</li> </ul>	
<b>Experience</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>&gt; Experience of working in a team environment</li> <li>&gt; Experience of managing/ supervising people</li> <li>&gt; Experience of improving service quality for the benefit of users</li> <li>&gt; Liaison and working with external partners</li> </ul>	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Experience of working in the voluntary sector</li> <li>&gt; Experience of delivering high quality services to the public</li> <li>&gt; Experience of working with health and social care and NHS professionals</li> <li>&gt; Ability to monitor local financial procedures</li> </ul>	

<b>Additional requirements</b>	Essential ✓✓	<ul style="list-style-type: none"> <li>&gt; Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).</li> <li>&gt; Ensures inclusive practice and promotes diversity</li> <li>&gt; Willingness to work flexibly to support people in crisis</li> <li>&gt; Willingness to undertake training as required</li> <li>&gt; Able to travel as and when required</li> </ul>	
	Desirable		

**In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. People with disabilities who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme**