

Service Coordinator

Job Level	2b	Job Reference No:	
		Role review date:	November 2023
Directorate	UK Operations	Function	Independent Living
Service	Health and Local Crisis Response	Reports to:	Service Manager

Scale and scope of role

Direct reports	Approx 2	Indirect reports	
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to 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 Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

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. 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 partnerships, 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 British 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.

Purpose of the role

To manage the team to deliver a service which contributes to the smooth running of a hospital emergency department by supporting the non-clinical needs of patients and those who attend hospital with them.

Key responsibilities

Day-to-day Coordination

- Is the focal point for team communication: within the team, with the hospital and with the rest of the British Red Cross.
- Assists service manager with service development, internal and external meetings attendance, recruitment and induction process.
- Manages performance and development of support workers, including holding regular supervision meetings.
- Coordinates production of monthly team rota and manages training, expenses and annual leave for the team.
- Monitors quality of service delivery to ensure high standards are maintained.
- Is responsible for BRC resources, including the service vehicle, laptops, tablets and mobile phones.
- Manages the service paperwork flow timely and efficiently.

Support Patients

- Provides practical and emotional support to patients and those who attend hospital with them.
- Is proactive, continuously monitors the needs of patients to identify those who require support and in doing so contributes to a calm, ordered working environment allowing clinical staff to work more effectively.
- Deals appropriately with risks to the patient on return home, such as safeguarding issues or homelessness.

Effective Communication

- Ensures clear and detailed records are kept in line with BRC requirements, policies and procedures.
- Communicates effectively and appropriately with colleagues, hospital staff and patients.
- Uses appropriate technology to communicate, including smart phone and computer.
- Prioritises issues that threaten patient or staff safety and escalates using the correct channels.
- Holds regular team meetings and individual supervision.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities.
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

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 all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

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

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
• Enhanced – Child and Adult workforce
Scotland
• Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
• AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills	S	I	A
Essential			
Ability to organise and prioritise complex tasks.	S	I	
Ability to communicate clearly and effectively when speaking to others, adjusting to the listener and the situation.		I	A
Clarity and detail in written communication, with the ability to write objectively and distinguish opinion from fact.	S		A
Use of tablets or computers, email and basic applications, such as MS Word, Teams, Zoom for a range of purposes.	S	I	A
Can maintain confidentiality and professionalism.	S	I	
Understanding of the needs of vulnerable or elderly people.	S	I	A
Desirable			
Knowledge of services that can support people with health and social care needs.	S	I	
Management and leadership experience.	S	I	
Understanding of safeguarding considerations when working with volunteers, staff, and vulnerable service users.	S	I	A
Gaelic Irish Speaker.	S	I	
Experience	S	I	A
Essential			
Working in an environment where people are the main focus.	S	I	
Has demonstrated honesty, reliability and responsibility in a work setting.	S	I	
Assessment and management of risk in a work setting.	S	I	
Desirable			
Leadership in a work role.	S	I	
Working in a pressured environment, where it is necessary to manage multiple demands on time.	S	I	
Working in a health or social care setting with vulnerable people.	S	I	

Additional requirements			
Essential			
Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy .		I	
Availability to work rostered shifts throughout the day and into including weekends and bank holidays and be flexible regarding hours and days worked.	S	I	
Physical fitness to be on one's feet for 10 hours per day (with short breaks) and push adults in wheelchairs short distances (from hospital to car park).	S	I	
Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems.		I	
Compassionate - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good.		I	
Inclusive - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger.			
Courageous - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis.			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.