# A4-marque-cropped-RGBStaff Role Profile: Community Crisis Support Service (CCSS) Service Coordinator

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| **Job Level** | 2b | **Salary Range**  |  |
| **Directorate**  | Health | **Work location** | Humanity House Nottingham NG8 6AT |
| **Contract** | Fixed Term | **Reports to** | Service Manager |

## Scale and scope of role

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| **Direct reports** | 5 | **Indirect reports** | None |
| **Budgetary responsibility / accountability** | None | **Accountability for other resources** | None  |
| **Reach and impact** |   The role is to manage a team of healthcare assistants in the delivery of social care support to service users in their home environment following hospital discharge. The Service coordinator is responsible for liaising with Nottingham Healthcare Community NHS Trust and other medical professionals in the community, including GP Surgeries. The service offers rapid response short term social care to people who are at risk of re-admission to hospital or care home due to a combination of medical deterioration and/or an inability to cope at home. CCSS is registered with the Care Quality Commission for the delivery of personal care. |

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies.

During the winter months the NHS and health care services experience a significant increase in demand. The British Red Cross are looking to implement new and upscale existing services to help reduce the seasonal pressure on A&E departments and social care services.

Our principles and values

[Our values](http://www.redcross.org.uk/About-us/Who-we-are/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](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of CCSS Service Coordinator sits within the Independent Living and Crisis Response directorate.

Our Health services help to prevent people from reaching crisis point; reducing admissions to hospitals and the need for residential and nursing care.

We are committed to delivering a person-centred service and enabling service users to achieve their personal outcomes. These may include enhanced quality of life, increased confidence and independence, and an improved sense of choice and control.

Service Overview

The overall aim of the crisis response service is to avoid unnecessary hospital admissions, or emergency admissions to a care home. The service will offer rapid response short term social care to people who are at risk of an emergency admission to hospital or care home due to a combination of medical deterioration and/or an inability to cope at home. It will provide short term ‘stop-gap’ care while longer term services are organised, where required. It will also help individuals maintain or regain their maximum achievable independence through the provision of both health and social care. The service will be provided as part of a range of home-based integrated care for the registered adult population and/or their carers at a time of crisis or in order to prevent a crisis, and to ensure a longer term solution following a time of crisis.

Purpose of the role

The role of service coordinator will be responsible for manging service delivery on their shift. This will include, organising the service visit diary, supporting staff carrying out visits and ensuring that information is recorded in an accurate and timely manner. The role is also responsible for the service user care package from receipt of referral through assessment and coordination of any current or long-term solutions to regular updates to referrers and medical professionals on a case by case basis. The post holder should be aware that they may need to be available to carry out service user visits including the delivery of care actions. The post requires the ability to comply with a work rota which includes weekend and bank holiday working.

Objectives

* To support individuals and their carers using a reablement approach to remain in their own environment
* To provide support and care for a specified period of time while alternative services are organised, as appropriate, or whilst independence is regained.
* To work closely with all other partner agencies involved in the patients’ care to provide consistent and responsive care pathways, in particular working with the local care delivery group.
* To support individuals and carers in their own environment in improving quality of life (measured through quality of life indicators)
* The post holder will respond to referrals from clinicians and community health professional in the contract area
* The post holder will be required to have the ability to assess service users’ needs and a complete a care plan for the individual
* The post holder will need to have experience in the delivery of personal care, medication prompting and signposting practical and emotional support in the service user’s home.

Main responsibilities

1. **Service delivery**
	* To act as the single point of access for referrals from Health Professionals and provide daily coordination and support to staff delivering the service.
	* To have the ability to provide assessment of service users and to develop a care plan of their needs and report back any changes in service users condition
	* To maintain accurate and appropriate records in service users care plans and update office records and systems accordingly
	* To undertake shifts on a rota basis over seven days per week offering crisis support in the community within the area of the contract
	* Liaise with GP surgeries, Community Healthcare professionals and other professionals to promote the service, receive referrals and to provide patient updates.
	* To ensure when service users health deteriorates escalation procedures are followed.
	* To support individuals with their personal care, medication prompts, light meal preparation / drinks, shopping and practical emotional support when required.
	* To ensure as safe as possible living environment for service users whilst respecting their choice and rights.
	* To make follow up calls as required and to assist service users with activities to re-enable their daily living skills
	* To have the ability and knowledge to offer signposting in support of service users’ needs
2. **Quality and performance**
* To support the collection and assessment of service information as part of monitoring on performance and accountability of resources.
* To ensure the service complies with instructions and guidance in order to deliver on its Care Quality Commission CQC requirements.
* Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework QSF 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
1. **Management**
* Co-ordinate and supervise a team of Healthcare Assistants to provide an effective and reliable service. Support the management of the service user diary and staff rotas.
* To ensure that service users are supported with planned care packages and that information on service users is managed through end of shift feedbacks and service user reviews.
* Provide support to the staff delivering the Community Crisis Support Service including supervisions, annual leave, expense approvals, appraisals and behaviours management.
* Work with relevant business partners in the recruitment, induction, development, training and engagement of staff providing the service
1. **Team member**
* Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff safety is secured
* Adhere to policies and procedures regarding data protection and confidentiality
* To undertake training as required and be prepared to travel within the Area to attend any relevant meetings
* To provide support as required to the overall British Red Cross emergency response function – e.g. support to ER colleagues during a serious flooding incident
* Undertake any other relevant duties that may be required from time to time
* Ability to work flexibly around the needs of the service (evening and weekends).

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.

Criminal Records Check

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

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| England and Wales - Disclosure and Baring Service Check (DBS) |
| Enhanced - Child and Adult Workforce |

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](http://www.redcross.org.uk/About-us/Jobs/UK/Diversity-in-recruitment).

## Person Specification

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|  | Requirement | Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A) |
| Education  | Desirable✓✓ | * NVQ Level 3 or equivalent in health and social care (or a willingness to work towards this)
* Educated to GCSE level (or equivalent by experience)
 | S & I |
| Skills  | Essential✓✓ | * Ability to work as part of a team and on own initiative
* Managing time and responding to and prioritising a range of competing demands through time management.
* Able to plan own workload
* Ability to deal with queries in a diplomatic, professional and confidential manner.
* Ability to communicate with health and social care professionals
 | S & I |
| Desirable | * Good telephone manner
* Excellent interpersonal and communication skills
 | S |
| Knowledge | Essential✓✓ | * Knowledge of people management / supervision
* Understanding of how to improve service quality for the benefit of users.
* Knowledge of supporting service users, who may be disabled and/or frail, cognitively impaired.
* Good geographical knowledge of the service catchment area.
* IT literate
* Knowledge of services provided by the NHS and Social Care
* Working knowledge of spreadsheets, email, web based and word processing software.
 | S & I |
| Desirable | * Working with individuals with a sensory or physical impairment, or who may be frail due to old age
 | S & I |
| Experience | Essential✓✓ | * Experience of managing and delivering high quality care services to the public
* Good working experience of the delivery of social care support including personal care, feeding and medication prompting
* Participation in a multi–disciplinary team environment
* Experience of delivering high quality services to the public
* Experience of finding information through the internet and other sources
 | S & I |
| Desirable | * Experience of supporting service users who have ongoing long term illnesses including service users who are end of life.
 | S & I |
| **Competencies**  |  | * Innovative and creative thinking
* Managing and developing yourself
* Recruiting and selecting individuals
* Supporting and developing individuals
* Take responsibility for own and team’s decisions and actions
* Working knowledge of health and safety practices
* Working knowledge of risk assessment processes
 | S & I |
| Behaviours  | FOCUSSING ON PEOPLE IN CRISIS**>** Finds ways to define and continually improve services for people in crisis ACCOUNTABLE FOR RESOURCES **>** Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources SEEKING INSIGHT **>** Finds those closest to the issue and investigates further EMBRACING AND LEADING CHANGE **>** Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully WORKING COLLABORATIVELY **>** Helps others to understand the common groundCOMMUNICATING AND INFLUENCING **>** Adapts their method of communication and message to suit a specific audience LEADING AND ENGAGING **>** Consults the team / individuals on issues that affect them DEVELOPING YOURSELF AND OTHERS **>** Supports other people’s development by sharing knowledge, skills and learning SOLUTION FOCUSSED **>** Anticipates obstacles, thinks ahead about next steps and contingencies MANAGING PERSONAL IMPACT **>** Role models good behaviour to achieve the organisation’s vision | I |
| Additional requirements | Essential✓✓ | * Full driving licence holder and access to vehicle, ability to use the vehicle on a daily basis for service user visits (business insurance required)
* Willingness to work flexible hours
* Upholds the fundamental principles and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamic).
* Ensures inclusive practice and promotes diversity
* Ensure anti-discriminatory practice and promote diversity.
* Willingness to undertake training as required
* Able to travel around the area as required
 | I |

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