



JOB DESCRIPTION

POST: Deputy Service Coordinator

LOCATION: West Midlands

RESPONSIBLE TO: Service Manager/Service Coordinator

JOB PURPOSE

To report to and work alongside the Service Coordinator to ensure that staff provide a safe, sound and supportive service within P3 policies and style of operation. To provide direct support to clients ensuring the provision of an effective and responsive support service on a day to day basis.

- Coordinate, develop and supervise the work of the support team.
- Ensure good practice in the support of people who use our services.
- Develop, promote and maintain good relationships with external agencies.
- To take responsibility for coordinating outcomes information.
- Deputise for the manager in their absence.

KEY RESPONSIBILITIES

DELIVERING SERVICE

1. Coordinate the work of support staff in their role as key workers to clients, ensuring that all clients have an allocated keyworker and up to date support plan.
2. To act as individual 'keyworker' to a group of identified clients, taking the lead responsibility for the coordination and delivery of their support.
3. Work within P3's policies and style of operation – this will include tasks and day to day decision making relating to:
 - Providing general practical and emotional support to clients in order to promote their independence and recovery.
 - Responding appropriately to chaotic and challenging behaviour to promote the well-being of clients and staff.
 - To undertake training e.g. through the attendance at formal courses.
 - Providing an effective and responsive support service.
4. To create strong partnerships with key external agencies resulting in a seamless service delivery, successfully developing joint working protocols.

5. Ensure that all staff allocated for line management receive Support and Supervision sessions, at least every six-eight weeks in accordance with P3 Policies and Procedures.
6. Coordinate the development and monitoring of the formal support coordination, support planning and client risk assessment procedures.
7. Ensure that comprehensive and up to date risk assessments are carried out and appropriate management plans are in place.
8. Ensure that comprehensive and up to date needs assessments are carried out and reflected in support contracts/action plans.
9. Ensure that up to date records are kept of all ongoing work, importance incidents, and developments in the clients life, and that this information is passed on appropriately.
10. Ensure that clients are fully consulted and involved in the planning and revision of their support.
11. Ensure that support plans/action plans are relevant to the current needs, preferences and situation of each client.
12. Ensure that keyworkers promote a healthy and active lifestyle for all clients.
13. Carry out, as appropriate to the post, day to day tasks in the absence of Support Workers, to ensure a continuity of service to the clients.
14. Ensure that all assessments are fairly dealt with and assessed as appropriate, and that communication is clear and comprehensive at each stage of the process.
15. Liaise with external agencies including local statutory and voluntary services and ensure information is available to Support Workers and clients relating to these services. Ensure that effective relationships are established and maintained with local partners.
16. Raise awareness of P3 services with external agencies and in the community.
17. Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team; e.g. training, seminars, written reports.
18. Ensure that all clients understand the nature of their tenure and the rights and responsibilities that are associated with it.
19. Participate in the development of policies within the service and take an active role in those policies relevant to Temporary Accommodation service delivery.
20. Assist in the recruitment and induction of new staff and volunteers.
21. Develop and maintain effective communication with 'move on' resources in order to ensure all clients receive proper advice and support with regard to moving on to

appropriate alternative accommodation. Facilitate regular consultation and action to enable clients to make decisions concerning their resettlement options with a view to independent living.

22. Share responsibility for the effective use of systems and procedures regarding client records, other records, finance, staff communications and the dissemination of good practice and effective working methods.
23. Provide a non specialist support service with regards to prompting clients (where appropriate), to take prescribed medication on a day to day basis.
24. Coordinate promotion and providing meaningful occupation to ensure that Support Workers can promote the optimum level of activity for each client.
25. Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation, at all times promoting good practice in relation to the client involvement strategy.
26. Provide reports on a monthly basis to the Service Manager.
27. Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line management any matters of concern.
28. Take a lead role in evidencing the Quality Assessment Framework.

TEAMWORK

29. Participate in and coordinate staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
30. Facilitate and lead staff discussions on individual client progress within the team meeting structure to encourage all staff to think creatively and constructively about the work they are doing. In doing this, therefore also facilitating the development of support work skills through discussion and demonstration.
31. Be a member of the staff team working to provide a safe, sound and supportive environment, providing direction and support to the team where necessary.

HOUSING MANAGEMENT AND QUALITY

32. Assist the manager in ensuring effective housing management including:
 - Ensuring that rent arrears policies are administered according to the needs and capabilities of clients and that clients are advised and assisted to claim welfare benefits as appropriate.
 - Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonments so that voids are minimised.
 - Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner.

- Ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with licence agreements and management agreements.
 - To liaise appropriately with partner landlords and contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.
33. Deal with complaints in accordance with agreed procedures.
34. Ensure service meets the quality agenda as set out by Supporting People and continually strive to improve service delivery and best practice.
35. Help keep the service functioning, clean and in good repair, including:
- Making arrangements for repairs.
 - Dealing with disputes between clients.
36. Ensure effective liaison with the Health and Safety manager wherever necessary.

DEVELOPMENT

37. Develop and maintain training and development opportunities for Support Staff and clients and liaise with the Human Resources Department and others as appropriate to ensure that training needs of Support Staff are being met.
38. Undertake the P3 Induction programme where necessary, as requested, in the induction and training of new staff, students and volunteers.
39. Conduct annual appraisals in accordance with P3's policies and procedures to inform the training plan.
40. Undertake development activities as necessary and appropriate to the role including NVQ amongst others.

DELIVERING EQUALITY

41. Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
42. Promote the rights and needs of people who use P3 services in the community.
43. Work within the framework of P3's equality and diversity policy at all times.

OTHER

44. Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
45. The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are

fulfilled.

46. Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Deputy Service Co-ordinator

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Management style that involves people in decisions • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Assist in the management of a service including a staff team and budget in a care or support setting • At least 3 years experience of the above • Personal or professional experience of homelessness • Professional experience of working with clients who display chaotic or challenging behaviour • Partnership and networking skills • Risk assessment and management plans • Working with Supporting People legislation 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have some understanding of the political and social context within which voluntary organisations provide social care services • Must have a sound understanding of the support needs of people who use our services • Must have an in depth understanding of the specific support 	<p>✓</p> <p>✓</p> <p>✓</p>	

<p>and political issues affecting people from a wide range of communities.</p> <ul style="list-style-type: none"> • An understanding of Supporting People legislation • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Must be able to establish and maintain constructive relationships with a wide range of people including senior figures in external agencies. • Must be a confident user of e-mail • Ability to use Word Processing and produce quality presentation documents. • Ability to work flexible hours • Ability to take on an effective leadership role • Able to motivate a staff team • Able to understand and report accurately on financial outcomes from a range of complex service activities. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Qualifications</p> <ul style="list-style-type: none"> • ILM Line management qualification is desirable. • There must be substantial evidence of commitment to personal and career development relevant to the post. • NVQ Competencies at level 3 • NVQ Competencies at level 4 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>