


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Service Co-ordinator	
Department	Customer Services	
Reports to	Operations Manager-Care	
Band:	F	
Date:	May 2016	

Purpose of Job

To be responsible for the day to day management and development of the Housing, Care, support, housing management and day care services within their identified area in accordance with the Association's policies and procedures ensuring that all relevant legislation and regulations are met and complied with for the effective management of the service.

Main duties and responsibilities

1. To lead, manage and motivate staff using a teamwork approach.
 - 1.1 To ensure that the service is adequately staffed at all times in accordance with approved staffing arrangements.
 - 1.2 To establish, monitor and maintain consistent standards of staff performance. To undertake Employee Performance Reviews, supervision and induction training for staff.
 - 1.3 To ensure that staff training needs are identified and any agreed training is delivered.
 - 1.4 To be responsible for recruitment of staff for the services they manage.
 - 1.5 To manage any staffing issues, such as discipline, absence, grievance, etc by using the Association's applicable policies and procedures.
2. To manage the housing management and care services within the designated area covered by the Services including the delivery of Rota's to ensure care shifts are covered and ensure that cover arrangements are in place for sickness and absences.
 - 2.1 With the relevant administrative staff, manage allocations and tenancies for those living in properties within the service.
 - 2.2 Ensure, in conjunction with the relevant Staff, that repairs and other estate management functions are completed satisfactorily.
3. To manage the housing support service associated with the service
4. To act as Branch Manager for the service as required by Hanover and the Care Inspectorate, undertaking all the duties associated with the role.

5. To ensure that contractual obligations on the Association as they relate to service provision contained in the contract and service specification agreed between Purchaser and Association are met.
6. Carry out assessment of needs and drawing up of care Plans as required ensuring that these are incorporated into care plans and actioned. Ensure that Service User care plans are set out for staff and updated with changes to need..
7. To manage the service in accordance with relevant Association standards and procedures.
 - 7.1 To liaise with external agencies as required in relation to the promotion and operation of the service.
 - 7.2 To act as the main point of contact for current and prospective customers and, with other responsible staff, carry out assessments of the needs of such customers prior to the commencement of and during service delivery.
 - 7.3 To deal with customers' enquiries and complaints about the service and to put in place measures to monitor the quality of service delivery.
 - 7.4 To ensure that relevant health and safety standards and controls are applied as required. To undertake risk assessments as they relate to the service.
 - 7.5 When required, ensure the provision of an effective food preparation service by staff appropriately trained in food handling.
8. To actively develop and market the service in accordance with the Association's Marketing Strategy. This will include the development of promotional literature and participation in marketing initiatives and draw-up contracts to deliver this in line with preferences and needs.
9. To ensure that delegated administrative responsibilities are undertaken effectively.
 - 9.1 Ensure customer records, manual and electronic, and Personal Plans are maintained and updated in a clear manner, in line with national care standards set out by Care Inspection and that confidentiality is observed.
 - 9.2 Ensure that income and expenditure reporting is undertaken in accordance with Association policies and procedures.
 - 9.3 Ensure that all charges under contract and private care are correct and are processed in line with agreements.
10. Be responsible, with the Operation Manager-Care, for budgets and expenditure associated with the housing with care, housing support and housing management services.
11. To give guidance and support to staff in the areas of Care Inspectorate and Scottish Social Services Council requirements.
12. To keep under review the Association's policies and procedures as they relate to care services.

13. Where appropriate the post holder will deliver training in relation to housing and care service areas of operation.
14. To participate in the on-call rota for the Housing with Care Service as required.
15. To assist, liaise and share knowledge and experience with colleagues as required.
16. To be responsible for the security and management of the office base/s.
17. To undertake other duties and responsibilities delegated by the Line Manager.
18. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
19. Operate within a Strategic Business Unit (SBU).
20. Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
21. Analyse work and produce action plans where performance improvement is required.”
22. Work with local social work offices and hospital discharge teams regarding discharges and new care packages.

Responsibility for Staff

The Service Co-ordinator is responsible for all staff within their designated service area.

The Job Context and Other Relevant Information.

The postholder:

- Must have due regard at all times that routines and practices are person centered, adhere to the National Care Standards and the Care Inspectorate requirements.
- Must discharge their relevant duties and responsibilities under the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practices and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- Must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- Must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the postholder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Service Co-ordinator



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> Fully competent in office practice making maximum use of information technology efficiencies. 	Essential
<ul style="list-style-type: none"> Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels 	Essential
<ul style="list-style-type: none"> Competent user of Microsoft or equivalent standard applications (Excel, Word) and corporate databases 	Essential
<ul style="list-style-type: none"> Good ICT skills being able to use care, staff and housing management software and IT tools with the ability to learn and use new tools as they become available. 	Essential
<ul style="list-style-type: none"> Ability to prioritise a varied workload and produce quality work to deadlines 	Essential
<ul style="list-style-type: none"> Able to manage staff in the service well and coordinate productively with external agencies to deliver high quality services. 	Essential
<ul style="list-style-type: none"> Able to operate in a working environment where it is the norm to match job performance to practice standards in the interests of optimum service provision 	Essential
<ul style="list-style-type: none"> To lead and train staff in approved care practices and via monitoring and supervision ensure these are consistently delivered to specification 	Essential
<ul style="list-style-type: none"> Able to assess customer need and deliver services in accordance with Personal Plans 	Essential
<ul style="list-style-type: none"> Able to deploy staff time viably in terms of costs with due regard to skills and customer need 	Essential
<ul style="list-style-type: none"> Comprehensive basic skills in health and safety including identification and reporting of hazards and risk assessment to eliminate, reduce or control risks. 	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> Two years experience of managing staff teams well and sound liaison with partner agencies'/services. 	Essential
<ul style="list-style-type: none"> Two years practical experience in managing care and/or support services 	Essential
<ul style="list-style-type: none"> Sound knowledge of the needs of older people and the ability 	Essential

to foster an environment of dignity, respect, tolerance and understanding by working positively with customers and their Carers/families	
• Knowledge and experience of National Care Standards and Care Inspectorate guidance	Essential
• Knowledge and experience of housing management.	Desirable

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Scottish Vocational Qualification (SVQ) Level 4 in Health and Social Care and Level 4 Manager Award or equivalent qualification enabling registration within 6 months of commencing employment in the post with the Scottish Social Services Council (SSSC). • However, if you do not hold the desired qualification of SVQ4 and Level 4 Manager Award, we are committed to supporting you and you must obtain these qualifications within 12 months from commencing employment in the post. 	Desirable
• Must be registered and remain registered with the Scottish Social Services Council as a condition of employment.	Essential

4. Other <i>This section specifies other factors which may be necessary.</i>	
• Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons.	Essential
• Must be registered and remain registered with the Scottish Social Services Council.	Essential
• Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons.	Essential
• Meet the clear standards as set in the Scottish Social Services Council Codes of Practice for Social Service Workers and Employers.	Essential
• Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons.	Essential
• Able to liaise with colleagues, families, and work productively with staff of external agencies	Essential
• Ability to work on own initiative with minimum supervision and as an effective team member	Essential
• Ability to participate in an on-call rota	Essential
• Current clean driving license	Desirable

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential
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