



Job Description

Title:	Area Services Coordinator
Accountable to:	Area Services Manager
Responsible for:	Volunteers and/or Staff
Location:	Various
Contract Type:	Permanent
Working Hours:	35hrs per week
Benefits:	25 days holidays, plus bank holidays (pro rata), Pension Scheme, flexible working arrangements.

Main purposes of the job:

To ensure high quality, trauma informed Support Services and Housing is provided to clients through effective operational management across a number of locations.

Key achievement areas:

- 1) To work closely with the Area Services Manager to ensure services are consistently being delivered in a trauma informed way.
- 2) To work in partnership with other service providers and agencies to enable the holistic support needs of clients to be met
- 3) To recruit, train and develop staff and volunteers as appropriate to ensure individuals reach their potential to provide high quality services
- 4) To support staff and/or volunteers as appropriate. Through facilitating regular supervision sessions that promote learning and understanding of the impact of working in a trauma informed way
- 5) To oversee the day to day operations of the houses and associated activities
- 6) To oversee the referrals system to ensure rapid response rates for clients are maintained and maximisation of conversions rates is achieved
- 7) To monitor the quality of the client pathway, ensuring risks and safeguarding issues are managed effectively and that feedback is captured and used to improve service delivery
- 8) To oversee the delivery of housing management and health and safety in the supported accommodation units
- 9) To oversee tenancy adherence alongside the rents and arrears management across multiple sites
- 10) To provide out of hours management support to support workers as part of a rota system alongside other Coordinators and Managers.
- 11) Undertake any other duties that are essential to the job role.

- 12) Adhere to Health and Safety procedures relating to the buildings and lone working practices Carry out necessary checks and monthly house audits as appropriate
- 13) Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice.
- 14) Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- 15) Work in accordance with the Data Protection Act 1998 and Life's Data Protection Policy

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance

- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Area Services Coordinator

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
Ability to motivate and develop staff and volunteers	✓	
Proven team building and team working skills committed to the vision, mission and values of the charity.	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Relevant qualification from housing, social care or associated field	✓	
Demonstrable experience of working within a care and/or support service for vulnerable clients	✓	
A good level of literacy and numeracy	✓	
Knowledge and experience of carrying out needs assessments and support planning	✓	
Understanding the needs of vulnerable people.	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
Understanding of Trauma informed practice and the benefits of working in this way		✓
Understanding of Health and Safety issues and legislation		✓
An understanding of operational management within a similar organisation	✓	
Experience of safeguarding children and vulnerable adults	✓	
A good level of IT literacy	✓	
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to liaise with a wide range of individuals and external agencies	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	

Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Karen Proudlock

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