

## Job Description

<b>Job Title</b>	Service Co-ordinator
<b>Service/Department</b>	North East Essex (NEE) Sanctuary
<b>Salary</b>	£25,750 pa pro rata
<b>Hours</b>	37.5 hours per week. Service operating hours 10:00-23:00. Must be flexible and be available some weekends.
<b>Base</b>	Colchester and Clacton
<b>Responsible to</b>	NEE Sanctuary Service Manager

### Job Summary:

The North East Essex (NEE) Sanctuary is facilitated by an experienced team of non-clinical support workers who are on hand to listen and provide support to those in a mental health crisis. They operate from locations within Colchester and Clacton from 10:00 - 23:00. The team provides support to individuals experience emotional distress and aims to prevent escalation of mental health and referrals to secondary mental health services, the Urgent Treatment Centre departments and other emergency services.

The Service Co-ordinator will include the following responsibilities:

- Recruit and orientate volunteers.
- Offer support to the team in relation to service user presentations.
- Support the Service Manager by monitoring and collating minimum data set (MDS).
- Organise and have oversight of the team rota.
- Deputising in the Manager's absence, together with the Therapeutic Lead.

Alongside the team, the Service Co-ordinator will ensure a safe environment is always maintained. They will be required to work as part of a Multi-Disciplinary Team (MDT), ensuring that high quality, individualised care, and support is delivered whilst promoting recovery and maximising service user independence.

### Key Responsibilities:

- Recruit, train and support volunteers, and support with all service recruitment.
- Monitor, collect and collate data measuring results against service KPIs.
- Managing shift rota ensuring each shift is covered appropriately.
- Work collaboratively with colleagues directly involved in the delivery of mental health support within the community.
- Develop positive working relationships and networks with other community resources and providers, both statutory and non-statutory.
- Communicate effectively with service users, staff, volunteers and other organisations.
- Monitor outcome measures are being completed by the team.
- To work to safeguarding legislation and policies for children, young people and vulnerable adults at all times.
- Provide leadership and expertise when dealing with safeguarding concerns and manage all recording and reporting processes in line with the Organisation's policies and Southend, Essex and Thurrock (SET) process.
- To engage with partnership organisations and maintain referral pathways into the organisations on the Wellbeing, Individualised Support and Urgent Care pathway.
- To support with marketing and engagement by providing community engagement across North East Essex communities.
- To deputise for the service manager during periods of absence.

- To manage own time and workload, and to work as part of a team.
- To attend and actively participate in own line management one to ones, team and organisational meetings, as necessary and at the request of the Service Manager.
- To support the development of local services, taking into account national and local best practice and policies and procedures, which influence the local and national agenda.
- To represent and be an advocate of Mid & North East Essex Mind at all times.
- To participate fully in the effective monitoring, review and evaluation of the service provided.
- Utilise Microsoft Office 365 and additional applications and programmes including Paris case management system (CMS).
- Any other duties commensurate with the post and grade.

**Organisational values:** *Post-holders should be able to demonstrate the following:*

<b>Value</b>	<b>Phrase</b>
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other

## Person Specification

### POST: North East Essex Sanctuary Coordinator

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to a level 3 in Health and Social Care or equivalent, or demonstrable experience in the industry and prepared to work towards</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer management</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant post basic qualification experience of working with adults with complex mental health needs.</li> <li>Evidence of MDT working.</li> <li>Volunteer management</li> <li>Managing shift patterns</li> <li>Managing and monitoring data.</li> <li>Local community organisations and statutory services</li> </ul>	<ul style="list-style-type: none"> <li>Experience of involving service users and/or carers in evaluation, planning and monitoring of services</li> <li>Experience leading or supervising a team.</li> <li>Experience of supporting others in a senior role in a health and social care related field</li> <li>Minimum data set (MDS) experience.</li> </ul>
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of statutory requirements and legislation ie Mental Health Act.</li> <li>Ability to provide assessment and support of individuals with complex mental health needs.</li> <li>Risk assessing and mitigation.</li> <li>Knowledge of safeguarding vulnerable adults and children.</li> <li>Microsoft programme skills.</li> <li>Ability to demonstrate effective written and verbal communication skills.</li> <li>Ability to uphold the Organisation's vision and values for future development of the Charity.</li> <li>Excellent interpersonal skills.</li> <li>Ability to adapt within a changing environment and work flexibly.</li> <li>Time management skills and able to work under pressure.</li> <li>Full UK Driving Licence with access to a vehicle or the ability to travel independently out of hours</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with diverse groups ie BAME communities</li> <li>Knowledge of Risk Assessment and Risk Management.</li> <li>Research and evaluation.</li> <li>Information and Technology skills.</li> <li>Leadership skills</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Inclusive</li> <li>Trusted</li> <li>Collaborative</li> <li>Supportive and Empathetic</li> <li>Innovative</li> <li>Active Listener</li> </ul>	<ul style="list-style-type: none"> <li>Flexible</li> </ul>