

## Job Description

<b>Job Title</b>	Service Coordinator
<b>Service/Department</b>	Mid Essex Sanctuary
<b>Salary</b>	£27,598 (FTE includes unsocial hours rate of time and a half worked between Midnight and 1am) Pro rata salary - £17,938.70
<b>Hours</b>	7 hour shifts (Out of hours 18:00-01:00), working on a 2 week rolling rota on a 2/2/3 working pattern. Week 1 – Mon, Tue, Fri, Sat, Sun / Week 2 – Wed, Thu. Including bank holidays.
<b>Base</b>	Braintree
<b>Responsible to</b>	Sanctuary Service Manager

### Job Summary:

Working within the team, it will be a requirement of the Service Coordinator to lead the shift and provide advice and guidance to the support workers, taking over the support of a client if required and working with more complex service users during calls.

The Service Coordinator will be responsible for the Support Workers and the shift. This will include, but is not limited to -

- Discussing and allocating referrals, ensuring these are equally shared across all staff (including self),
- Be responsible for a caseload of service users who have complex and substantial mental health needs and are in crisis during out of hours, for the evening (capacity dependent),
- Ensure admin is completed by the end of each working shift,
- Provide supervision, debriefing sessions as required, at the end of the shift/after a support session/call,

Alongside the team, the Service Coordinator will ensure a safe environment is maintained at all times, they will be required to work as part of a Multi-Disciplinary Team ensuring that high quality, individualised care and support is delivered and that it promotes recovery and maximises independence.

### Key Responsibilities:

1. To manage distress, risk and conflict in day-to-day work with service users who, may at times be difficult to engage with
2. To communicate effectively using recovery-based models of mental illness.
3. To work collaboratively with colleagues directly involved in the delivery of mental health care, in the community and will endeavour to develop good working relationships and networks with other community resources and providers, both statutory and non-statutory.
4. Accurate record keeping.
5. To assess and manage risk to service users and others, involving possible harm to self or others and to formulate appropriate interventions.
6. A good understanding of Essex Safeguarding Board processes.
7. Manage a caseload of service users with differing presentations whose conditions may fluctuate in severity and complexity.
8. Manage own time and prioritise caseload and workload effectively and support the reallocation of workload when other staff are absent.

9. To be responsible for data collection whilst on shift and support the Service Manager in meeting reporting requirements.
10. To attend and actively participate in own Supervision and relevant Meetings, as necessary and at the request of the Service Lead.
11. To be responsible for ensuring case notes are accurate and are of a high quality.
12. To support the development of local services, considering national and local best practice and policies and procedures, which influence the local and national agenda.
13. To represent and be an advocate of Mid & North East Essex Mind at all times.
14. To facilitate and attend internal and external Meetings, as necessary.
15. To support senior staff and contribute to the decision-making processes, which directly affect the service provision within the locality.
16. To participate fully in the effective monitoring, review and evaluation of the service provided.
17. Navigate various IT systems, with training.

**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: Service Coordinator

Category	Essential	Desirable
<b>Education &amp; Qualifications</b>	1. Educated to a level 3 level in Health and Social Care or equivalent, or demonstrable experience in the industry and prepared to work towards	1. Further relevant Post Qualifying Training
<b>Experience</b>	2. Significant experience of working with adults with complex mental health needs. 3. Evidence of MDT working. 4. Experience of Risk Assessment and Risk Management	2. Experience of involving service users/ carers in evaluation/planning and monitoring of services. 3. Experience leading or supervising a team
<b>Skills, Abilities &amp; Knowledge</b>	5. Knowledge of statutory requirements and legislation ie Mental Health Act, Safeguarding 6. Ability to provide assessment of individuals with complex mental health needs. 7. Risk Assessment skills. 8. Risk Management skills. 9. Able to work as part of a team. 10. Competent in the use of Microsoft Word, Office, Outlook and Excel. 11. Ability to demonstrate effective written and verbal communication skills. 12. Ability to work flexibly. 13. Ability to uphold the Organisation's Values and Vision for future development of the Charity. 14. Excellent interpersonal skills. 15. Ability to adapt within a changing environment. 16. Time Management skills. 17. Ability to work under pressure.	4. Experience of working with diverse groups ie BAME communities 5. IT skills. 6. Leadership skills
<b>Personal Characteristics</b>	18. Empathy and compassion 19. Excellent emotional resilience 20. The ability to travel independently out of hours to other locations within Essex.	