

Job Description



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| Job Title: Service Coordinator | Service Area: Adult Social Care | |
| Directorate: Adults and Health | Post Number: Various | Evaluation Number: 1473 |
| Grade: PO1 | Date last updated: May 2020 | |

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To support the overall aims of Adult Social Care through efficient and effective coordination and clerical support, including supporting a range of team meetings and boards.

To undertake the compilation, analysis and presentation of data and information from a wide range of sources in order to assist the assessment of programme effectiveness and where improvements need to be made.

To develop active and effective working relationships with providers and agencies delivering services, across Adult Social Care and external departments and agencies.

Job Context

1. The post holder will report to the Business Manager in Adult Social Care
2. The post holder has no line management responsibility.
3. The post holder has no sole budget responsibility.
4. The post holder may be required to work some evenings in order to meet service requirements.

5. Work closely with the Business Manager and the Improvement, Performance and Change Teams to support overall service improvements and project based work.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all general responsibilities listed below:

1. To ensure that the relevant service in ASC receives high quality administrative and clerical support through the operation and development of the programme.
2. To manage and coordinate the production of accurate and regular reports on performance, in relation to all areas of delivery but also in tracking cohorts of residents accessing the service, as may be required by senior managers.
3. To be 'hands on' in supporting staff in the service in delivering plans i.e. by booking and following up appointments, liaising with internal and external partners and taking a proactive approach to finding solutions.
4. To support staff in the service in evaluating and increasing the impact of the service by developing new initiatives that may support residents receiving services.
5. To liaise directly with residents responding to queries effectively.
6. To attend and support the delivery of service meetings by preparing agendas, reports, producing clear and concise meeting notes, and following up as required.
7. To work collaboratively with partner organisations, local voluntary and community groups and health providers to raise awareness of the service and the referral routes in to it.
8. To lead on the development and monitoring of service level agreements and contracts with service providers if/when required, and with support from the relevant Head of Service Manager.
9. To play a lead role in ensuring that there is effective involvement of relevant stakeholders in the development and commissioning of services, whilst staying true to core programme aims and council priorities.
10. To deal with a range of queries from the public and from other staff in a polite and helpful manner, seeking advice or guidance from senior staff as appropriate.

11.To undertake such other duties commensurate with the grade and responsibilities of the post.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

| CRITERIA | METHOD OF ASSESSMENT |
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| KNOWLEDGE: Good knowledge and understanding of the workings of local government, especially within a social care. Good knowledge and understanding of local authority | Application Form/Interview |

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| responsibilities towards vulnerable people. | Application Form/Interview |
| QUALIFICATIONS: Educated to degree level, or equivalent level of work experience relevant or similar to the field | Application Form |
| EXPERIENCE: Experience of working in or with services in adults social care or health Practical examples of experience in being creative in listening to and engaging resident and using this to shape the delivery of new solutions. Experience of working with multidisciplinary teams and specialists to improve and enhance service delivery. Experience of successfully building relationships with stakeholders to achieve service priorities. Experience in producing high quality performance reports and progress briefings for senior managers. Experience in setting up and managing service governance mechanisms, including team meetings. | Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview |
| SKILLS AND ABILITIES: Ability to communicate throughout all levels of an organisation, from practitioners to senior directors and external partners. Good written and verbal communication skills, as well as the ability to simplify complex ideas and communicate them. Ability to work to tight timescales and work effectively under pressure; organising tasks and workload independently and to demonstrate accountability in supervision. Ability to work on own initiative and as part of a team. | Interview/Test Application Form/Interview/Test Application Form Application Form/Interview |

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| Ability to take on new concepts and be forward thinking. | Application Form/Interview |
| Ability to be reflective and creative when working with vulnerable people | Application Form/Interview |
| <p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Excellent organisational skills and attention to detail.</p> <p>Focused on achieving core programme objectives, whilst remaining flexible and adaptable to changes in programme requirements.</p> <p>Good interpersonal skills which are appropriate to working with a range of key stakeholders, including external partners and service users.</p> <p>Confident, self motivated, proactive, with a high capacity of work.</p> | <p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> |
| <p>OTHER SPECIAL REQUIREMENTS:</p> <p>This post is subject to an enhanced DBS check.</p> | Satisfactory clearance at conditional offer stage |