



## JOB DESCRIPTION

### Service Co-ordinator

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

**Our VISION** is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

**Our MISSION** is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

**Our VALUES** underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

**Advocacy:** Challenge exclusion and promote inclusion

**Quality:** Strive for excellence in all aspects of our work

**Dignity:** Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

**Justice:** Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

**Team Work:** Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 1 of 8
Issue 1 – 1 <sup>st</sup> Review	



## JOB DESCRIPTION Service & Development Co-ordinator

<b>Region/Department:</b> UK / Momentum	<b>Signature of Job Holder:</b> <b>Date:</b>
<b>Reports To (Title):</b> Operations Manager – Momentum Community Services	<b>Signature of Manager/Supervisor/Head:</b> <b>Approved/Date:</b>
<b>Cost Centre and Job Number:</b>	<b>Evaluated Grade:</b> <b>Date:</b>

### 1. JOB PURPOSE

The post holder has responsibility for the daily management of operational delivery of Momentum’s Brain Injury and Mental Health Programmes covering both Aberdeen City and Aberdeenshire.

The holder will ensure the provision of high quality, responsive and sustainable services which meet the needs of those that use the Group’s services; our funders; regulators; Board and other key stakeholders. The individual will have responsibility for the management of relationships with these key groups in the allocated area; these relationships will be managed in close collaboration with the Community Services Operations Manager and Head of Operations (Skills).

The role is responsible for the leadership of the team and co-ordination/direction of the relevant activities within the allocated area.

The post holder will ensure that the programme delivery will work in collaboration with Momentum’s Fair Start Scotland Programme in the allocated area to ensure that wider opportunities are made available for the people who use our services.

### 2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

(Indicate the minimum recruitment specification and also the ideal person specification and the preferred minimum qualifications and skills for fully satisfactory job performance and to meet expectations)

<b>Formal Education / Training</b>	<ul style="list-style-type: none"> <li>▪ SVQ Level 4 Social Care, Registered Managers Award or equivalent in relevant area.</li> <li>▪ Further education or senior work experience in working with vulnerable adults or disabled groups would be advantageous</li> <li>▪ Full driving licence</li> <li>▪ A foundation level leadership and management of people training outcome including budgetary management, performance management, managing resources, recruitment and selection, principles of leadership, employee relations management etc</li> </ul>
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HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 2 of 8
Issue 1 – 1 <sup>st</sup> Review	



<b>Work Experience</b>	<ul style="list-style-type: none"><li>▪ Minimum 3 years' experience as a Service Manager/Team Leader, Care Services Manager or equivalent in relevant area</li><li>▪ Experience of delivering commissioned services within Scottish employability or associated UK wide sectors</li></ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"><li>▪ Experience of working in the field of brain injury/mental health</li><li>▪ Management experience within a health and social care setting</li><li>▪ Understanding of risk assessments and safeguarding</li><li>▪ Experience of working with a diverse range of people</li><li>▪ Ability to motivate staff and clients</li><li>▪ Proven track record of meeting and exceeding targets</li><li>▪ Highly organised and enthusiastic with a hands on, professional approach</li><li>▪ Excellent verbal, written and non-verbal communications skills</li><li>▪ Ability to work flexibly as both a leader and a member of a team</li><li>▪ Good administration and IT skills</li></ul>

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 3 of 8
Issue 1 – 1 <sup>st</sup> Review	



### 3. JOB DUTIES AND RESPONSIBILITIES

	<b>Job Area</b> (What is done, and to what, and why)
1.	<b>Undertake day to day leadership and co-ordination</b> of services within the designated area, working in collaboration with colleagues from the Fair Start Delivery Team as well as other partner agencies ie. Primary Care, Social Care and Third Sector Voluntary Organisations.
2.	<b>Deliver the Brain Injury and Mental Health Services against planned milestones</b> in a timely manner, ensuring that the operation delivers/exceeds budgeted financial expectations and agreed monthly key performance indicators/contracted hours as specified in the Aberdeen/Shire Framework. This will be done through management of staff performance and review. This will also include attendance of partnership meetings, contributing to continuous improvement and sharing best practice.
3.	Ensure that the services delivered <b>meet the identified needs and wishes of the people that we support</b> ; this will be measured and benchmarked across the Group and by Momentum's commissioners through regular standardised user feedback mechanisms. This includes, as relevant to the Momentum Services; the timeous management of complaints.
4.	<b>Ensure that quality and safety is at the forefront of service provision</b> through actively promoting a culture of innovation and continuous improvement within the allocated contract area(s) and that the services delivered across UK adhere to internal and external quality/registration/certification standards (for example, ISO9002, ISO27001).
5.	<b>Undertake marketing, promotion and positive representation of Momentum Skills Services</b> through presentations, meetings and talks, as well as attending other 3 <sup>rd</sup> Sector, primary and social care organizational meetings and forums. Act as the first point of contact dealing with information and enquiries from referrers and other persons, demonstrating clear understanding of service standards, the services Momentum Skills provides and the needs of our clients.
6.	<b>Actively promote a culture of innovation and continuous improvement</b> where shared learning opportunities are optimized and best practice is embedded at the earliest opportunity. This will be done through close working with colleagues within both local services and other Brain Injury/Mental Health Services across the organization.

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 4 of 8
Issue 1 – 1 <sup>st</sup> Review	



## 4. COMMUNICATION AND WORKING RELATIONSHIPS

<p><b>Typical Level of Interaction</b> <i>Select one only</i></p>	<p><input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required.</p> <p><input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives.</p> <p><input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.</p>
<p><b>Primary Audience (Internal)</b> <i>Identify key parties</i></p>	<ul style="list-style-type: none"> <li>▪ Senior Management Team UK</li> <li>▪ Head of Operations Momentum Skills</li> <li>▪ UK central support functions</li> <li>▪ Delivery Managers for other FSS contracts (as lead or subcontractor)</li> <li>▪ Contract Managers / Service Managers for other Momentum Community services</li> </ul>
<p><b>Level of Audience (Internal)</b> <i>Typical level of audience</i></p>	<p><input checked="" type="checkbox"/> Clerical / Operational</p> <p><input checked="" type="checkbox"/> Supervisory / Junior Professional</p> <p><input checked="" type="checkbox"/> Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>
<p><b>Primary Audience (External)</b> <i>Identify key parties</i></p>	<ul style="list-style-type: none"> <li>▪ Funders: Aberdeen City &amp; Aberdeenshire Council</li> <li>▪ Wider stakeholders e.g. NHS, SDS etc</li> <li>▪ Employer bodies e.g. Chambers of Commerce, local employer forums,</li> <li>▪ Job Centre Plus</li> <li>▪ Third Sector / Community based organisations</li> </ul>
<p><b>Level of Audience (External)</b> <i>Typical level of audience</i></p>	<p><input checked="" type="checkbox"/> Clerical / Operational</p> <p><input checked="" type="checkbox"/> Supervisory / Junior Professional</p> <p><input checked="" type="checkbox"/> Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>

## 5. KEY DIMENSIONS AND RELATED JOB RESULTS

- Operational & Quality KPIs as agreed as part of the annual budgetary process.
- Annual budgetary responsibility of c.£225K
- Responsibility for management of max 15 employees
- Working together with other delivery partners, employers and stakeholders in the allocated area
- Broad range of clients including disable people, and those furthest away from the labour market – management of up to c. 1,000 clients per annum, working to target across delivery strands.

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 5 of 8
Issue 1 – 1 <sup>st</sup> Review	



## 6. OPERATING ENVIRONMENT

This role requires the job holder to:

- Be action oriented; enjoying working hard and seeking challenges with an ability to act and react as required, even in circumstances of limited/incomplete information.
- Be flexible regarding working hours and travel in order to meet the operational needs of the organisation.
- Flexibly adapt to take on other reasonable duties/projects if required by the Operations Manager (Skills).
- Travel throughout Scotland on a frequent and UK occasional basis with overnight stays where required
- Directly line manage employees who are advising, supervising, giving guidance to and/or teaching vulnerable adults (or on occasions, directly engage in these tasks as and when required)

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 6 of 8
Issue 1 – 1 <sup>st</sup> Review	



## 7. KEY COMPETENCIES

<b>A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality</b>	
Professionalism	<p>You contribute to the development, maintenance and evaluation of systems that:</p> <ul style="list-style-type: none"> <li>▪ enable individuals, key people and others from within and outside your organisation to understand your organisation’s policies and procedures;</li> <li>▪ ensure individuals’ rights to confidentiality of information are maintained;</li> <li>▪ enable you and others to reflect on, and challenge assumptions and ways of working.</li> </ul>
Respect for Others	<p>You seek advice when you are having difficulty promoting equality and diversity. You support others with whom you work, to work in ways that:</p> <ul style="list-style-type: none"> <li>▪ recognise and respect individuals’ beliefs and preferences</li> <li>▪ take account of individuals’ preferences in everything they do</li> <li>▪ acknowledge and respect diversity and difference.</li> </ul> <p>You reflect on, and challenge:</p> <ul style="list-style-type: none"> <li>▪ your own assumptions, behaviour and ways of working.</li> <li>▪ assumptions of others, their behaviour and ways of working, procedures, practices and information that are discriminatory.</li> </ul>
Building Relationships and Communication	<p>You build and maintain contact with colleagues and other stakeholders to assist in performing role. You act as an effective link between staff and senior management. You encourage open and constructive discussions around work issues. You project conviction, gaining buy-in by outlining relevant information and selling the benefits. You treat others with diplomacy, tact, courtesy and respect, even in challenging circumstances. You present information clearly, concisely and confidently when speaking and in writing.</p>
Judgement and Decision Making	<p>You gather and analyse information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors. You take account of any broader issues and related implications when making decisions. You use previous knowledge and experience in order to guide decisions. You make sound decisions with a well-reasoned rationale and stands by these. You put forward solutions to address problems.</p>

HR: Recruitment	HR50
<b>TITLE: Service Co-Ordinator</b>	Date: May 2018 Page 7 of 8
Issue 1 – 1 <sup>st</sup> Review	



<p>Promoting Choice, Independence, Health and Wellbeing</p>	<p>You work with individuals to identify the care and support:</p> <ul style="list-style-type: none"> <li>▪ they can and wish to undertake themselves;</li> <li>▪ that can be provided through the individual’s support networks;</li> <li>▪ that needs to be provided by yourself and others within and outside your organisation.</li> </ul> <p>You identify opportunities to provide choice to individuals.</p> <p>You promote individual’s rights to comment, complain or make suggestions to ensure choice and wellbeing.</p> <p>You coach and encourage others to reinforce positive behavioural goals in their relationships with individuals.</p> <p>You advance the individual through services and/or programs to foster independence and well-being to support self directed living.</p> <ul style="list-style-type: none"> <li>▪ You provide up-to-date information to support individuals to make informed choices about the care and services they receive and coach others on how to do the same.</li> </ul>
<p>Management and Delivery of Results</p>	<p>You take responsibility and are accountable for the delivery of agreed objectives.</p> <p>You successfully manage a range of different projects and work activities at the same time.</p> <p>You structure and organises your own and others work effectively.</p> <p>You are logical and pragmatic in approach, delivering the best possible results with the resources available.</p> <p>You work effectively, providing clear information and evidence as to what is required.</p> <p>You proactively identify areas for improvement and develop practical suggestions for their implementation.</p> <p>You demonstrate enthusiasm for new developments/changing work practices and strive to implement these changes effectively.</p> <p>You apply appropriate systems/ processes to enable quality checking of all activities and outputs.</p> <p>You practice and promote a strong focus on delivering high quality customer service, for internal and external customers.</p>

<p>HR: Recruitment</p>	<p>HR50</p>
<p><b>TITLE: Service Co-Ordinator</b></p>	<p>Date: May 2018 Page 8 of 8</p>
<p>Issue 1 – 1<sup>st</sup> Review</p>	