

Ref: MS01

Job Title: Service Coordinator

Hours of Work: 36.5 hours per week

Location: Newcastle

Accountable to: Regional Manager

Direct Reports: None

Closing Date: 19th January 2018

Position Summary:

The Service Co-ordinator is required to facilitate the SoTW community integration service via the Stroke Association. Working in the community, the Coordinator will be responsible for facilitating groups and working one to one with service users focusing on reducing beneficiaries social isolation and improving their physical and mental wellbeing by providing meaningful information, advice and guidance along with social and vocational opportunities. The Coordinator will also have responsibility for recruiting, training and managing volunteers.

An integral part of this role is to support people in establishing and achieving their own personal goals. Excellent interpersonal and organisational skills are essential while demonstrating an innovative approach to service delivery and commitment to providing a quality service will be important as this is a start-up service.

Please note irrespective of the post held, at all times you are responsible for the health and safety of yourself, colleagues, services users and visitors.

Community Integration Coordinator objectives of the post:

- Be responsible for being a main point of contact for the project with health and social professionals.
- Carry out assessments and devise individual programmes in consultation with the service user and if necessary draw in the support of the psychology
- To work collaboratively with local health and social professionals for the benefit of the service user and carer
- Work in partnership with other Project Coordinators, the Job Coach and Assistant Psychologist to manage and train clients in order to progress individuals and support them in achieving goals.
- To ensure the targets/aims of the service are met and work in partnership with the managers to ensure this is monitored.
- Responsible for recruiting volunteers as well as designing, implementing and evaluating training.
- Hold regular team meetings; planning and evaluation meetings
- Responsible for the daily co-ordination of the service, service users and staff
- Promote health related group activities aimed at promoting physical and mental health and wellbeing such as exercise, healthy eating and smoking cessation
- Organise weekly activities, social events and outings for the groups including transportation
- Hold regular reviews with service users, families and carers with support of psychology team if necessary
- Revise goal plans/action plans for service users as and when required

- Identify suitable signposting options for individuals who have completed their rehabilitation or may not meet the criteria of the service
- Keep accurate and up to date confidential records and reports on all service users tracking progress, limitations and successes in order to provide regular monitoring and evaluation reports
- Ensure that the Wellbeing STAR is completed as required and all service users have up to date records in order to provide information on soft outcomes
- Work to the allocated budget as set by the Regional Manager
- Attend all meetings and training as agreed by manager
- Work in partnership with internal marketing and fundraising department in order to maximise funding opportunities and awareness raising activities
- Develop good working relationships with other community groups promoting choice and opportunities
- Adhere to safe working practices at all times
- Undertake any other duties as may be required

What you'll need to have:

Essential

- Qualified to degree level
- Experience of working in the field of brain injury/with clients who have suffered a brain injury
- Experience of assessing individual needs and aspirations and translating into realistic achievable goal setting programmes
- Demonstrable experience of sustaining creative, stimulating and activity based weekly group sessions
- Ability to work without direct supervision and prioritise own workload
- A commitment to equal opportunities
- Excellent verbal and communication skills

Desirable

- Experience of recruiting, training, deploying and managing volunteers
- Ability to deliver talks and presentations to groups internally and externally
- Willingness to undertake training and continuing professional