**Services Co-ordinator Job Description**

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| **Job Title** |  Services Co-ordinator |
| **Core Purpose of Role** | Aspire are committed to the quality delivery of our services for the people we work with and the development of all of our staff teams who work with them. The Service Co-ordinator will promote, develop & manage staff and services in designated local areas within either the Aspire Central or Aspire West regions and will ensure that services truly reflect individual’s needs, are outcomes focussed and treat each person, their families and other carers with respect and dignity at all times.The post holder will undertake a wide variety of tasks including liaising with referral agents, particularly social work colleagues and also direct referrals from individuals & families/carers; promote new referrals; process referrals; assess individuals’ needs, aspirations/desired outcomes and plan, co-ordinate and ensure the consistent delivery of high quality support & care; flexibly respond to individual needs and aspirations and assist individuals to have the maximum opportunities to be in control of directing their care provided in order to live as fully, inclusively and independently as possible as valued citizens in the community, in accordance with their wishes. The postholder will provide the leadership and a positive management approach that ensure that both staff for whom s/he is responsible & the services develop in a highly flexible, pro-active and responsive manner. Travel throughout the Aspire Regions is an expectation of the post. |
| **Organisational Position** |  |
| **Key Outcomes** |
| **1.** | Develop and implement outcomes based developmental support/care plans with each individual who uses our services and work with your teams, those supported and other stakeholders to ensure a quality provision is delivered across our services to meet the individuals care plans. |
| **2.** | Develop a positive working relationship with people we work with, their families and others involved in their individual service to ensure effective individual personalised working is established and maintained to meet their needs and expectations against care plans. |
| **3.** | Plan and conduct a systematic review of Care Plans, Risk Assessments and Risk Enablement Plans, in a regular and timely manner which meets the requirements of the individual, Aspire and interested external parties.  |
| **4.** | You will recruit and retain a high calibre of staff ensuring that you are effectively resourced for your services, working in a partnership with your colleagues in order to support recruitment and retention across the organisation.  |
| **5.** | Ensure that you have a competent, qualified and SSSC registered workforce who has received the required training to undertake their roles safely. You will monitor this on a regular basis and work to ensure training is planned in a way that it does not expire. |
| **6.** | Manage staff team effectively, ensuring that they are delivering the very best of care and support and working in an outcomes focussed manner with those that they support. |
| **7.** | Ensure each team member has a live Personal Development Plan which is built from the outcomes of the people we support, the organisations goals and their own personal development needs. Personal Development Plans are live documents which are to be discussed during regular 1:1s in line with organisation standards. |
| **8.** | To have a holistic approach in best utilising your team’s skills, strengths, and knowledge to assist each individual we work with to meet their personal outcomes. |
| **9.** | You will be able to evidence that quality services are being delivered which are making a positive impact in the lives of the people we support. You will do this through having a systematic approach to driving quality with your areas of responsibility through monitoring, planning and reviewing service delivery and implementing action plans in order to continuously improve |
| **10.** | You will promote the effective use of Better Futures throughout the services, ensuring staff teams are training and competent in the best use of this system in assisting those supported to reach personal outcomes. |
| **11.** | You will monitor and respond to incidents and accidents within your services to ensure they are effectively recorded, responded to, with learning outcomes documented and discussed with those involved. |
| **12.** | Carry out Return to Works with employees and monitor and respond to absence levels within your team promoting positive attendance rates and addressing absence concerns. |
| **13.** | Responsible for liaising with Communication Officers to ensure that the rota is created in a timely manner for nominated services and that Tagtronics is utilised to best effect. |
| **14.** | Produce regular service related report in line with requirements from management. |

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| **Accountability** |
| **1.** | To work within, and adhere to, Aspire’s Policies and Procedures. |
| **2.** | Provide support and advice within your designated services On Call on a rota basis. |
| **3.** | Support the development and growth of the services by encouraging new referrals for Aspire.  |
| **4.** | Respond to referrals for your area in a professional, timeous, efficient and person-centred manner ensuring that all referrals are recorded and that recruitment activity is planned to meet the demand of new referrals. |
| **5.** | Assess, plan, document and review each person’s aspirations, support/care plan and care needs including risk assessment and risk management activities in line with agreed procedures and taking into account any significant needs.  |
| **6.** | Review each individual’s needs in response to the person's views or any identified changes and in accordance with organisational policies and agreed inter-agency protocols, including the preparation of formal Review and other reports |
| **7.** | Provide the Management with information, as required, relating to the levels of support and care being delivered in line with organisational and inter-agency requirements.  |
| **8.** | Provide the service’s staff, for which the postholder is responsible, with effective positive leadership and undertake the requisite range of management tasks in line with organisational expectations.  |
| **9.** | Drive staff recruitment and induction initiatives in line with organisational expectations within your areas of responsibility. |
| **10.** | Oversee the effective deployment of staff to each individual supported, ensuring that staff rotas timeously, consistently & efficiently meet the needs of the individuals being cared for whilst also ensuring that service deliver meets contractual requirements and service level agreements.  |
| **11.** | Effectively communicating with the Management regarding any developmental support or care needs or concerns  |
| **12.** | Actively contributing to effective team-working in the Services and for whom the postholder is specifically responsible and across the service as a whole  |
| **13.** | Agreeing PDP’s and providing support & development and performance appraisals with your teams in accordance with Aspire’s extant policies  |
| **14.** | Take part in regular 1:1’s, Support & Development and performance Appraisals with your line manager |
| **15.** | Demonstrate a genuine commitment to the values and aims of Aspire, including treating each other with respect & dignity.  |
| **16.** | Provide quality, effective and appropriate support and care services within the areas you are responsible. |
| **17.** | Familiarise yourself with all organisational policies and procedures – not least those relating to support provision, health and safety and equal opportunities, and effectively apply them in practice.  |
| **18.** | Take responsibility for your own learning and undertake training/learning opportunities promoted or provided by Aspire  |
| **20.** | Ensure that you hold the required registrations in line with legislative and organisation requirements.0  |
| **21.** | Undertake additional responsibilities as assigned by the line-manager.  |
| **22.** | Comply with the terms and conditions of employment of Aspire |

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|  | **Aspire Core Values** |
|  | Demonstrate a commitment to Aspire Core Values | Each person has the right to receive respect for, and consideration of, their own individualqualities and diversebackgrounds – social, cultural, ethnic and religious**.** |
|  | Each individual shares the same universal needs for somewhere to live, to have meaningful relationshipsand purposeful activities. |
|  | We are committed to working in partnership alongside individuals, assisting them to maintain any existing positive and supportive relationships with family and friends and increase opportunities for establishing new ones. |
|  | Each individual has the right to lead a full, socially valued and inter-dependent life within his or her community. This includes the right to employment opportunities**.** |
|  | We believe in encouraging individuals to gain confidence, self-respect and practical skills in maintaining **a** healthy and safe lifestyle to enable them to take as much control over their lives as possible, including real decision-making powers in shaping the services provided in respect of them. |
|  | We recognise the importance of providing flexible support services which evolve in accordance with the changing needs and aspirations of individuals**.** |

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| **Core Competencies** |
| **Outcome Focussed** *Maximises personal contribution to the outcomes of the people we support* |  | **Building Relationships** *Works and acts effectively to build great relationships for the services and individuals we support* |
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| **Communication***Maximises Opportunities for effective and accurate* *communication and Demonstrates excellence* *in communication.* | **Personal Integrity***Matches words with Actions to build trust and respect.* |
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| **Drive***Strives to achieve results through determination, quality and commitment. Keeping things going when things are difficult.* | **Developing Self & Others***Contributes to an environment in which self and others are motivated and inspired to learn, develop and share knowledge* |
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| **Analysing and Decision Making***Analyses problems thoroughly and makes sound and timely decisions* |  | **Managing Performance***Supports and challenges individuals to achieve their full potential. Sets personalised objectives and measures progress. Effective management of resources* |
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| **Managing Change***Leads, supports and delivers change to improve things and helps others overcome barriers* |  | **Gaining Commitment***Energises and influences others to get the job done and uses relationships and role to deliver great results.* |

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| This job description is not exhaustive and I understand that from time to time I may be required to undertake additional duties as reasonably requested by my manager. I understand and agree to work to the terms as indicated on this job description Name (Print)………………………………………. Signature………………………………………. Date……………………Please return a signed copy of this job description to the HR section for your personal file. |

**Service Co-ordinator Person Specification**

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| **Qualities** |
| **Essential** | A sound values base in respect of the rights of vulnerable people to live as ordinary lives as possible. |
|  | A commitment to developmentally supported individuals being at the centre of decision-making as far as possible. |
|  | Treat individuals with dignity and respect. |
|  | To be creative and positively focused on solutions rather than problems |
|  | To be highly flexible, providing the service that the individual wants and needs and provided at the times and places required. |
|  | Commitment to working with individuals and as part of a staff team and an ability to manage a team to meet desired outcomes |
|  | Recognition of what families, friends, carers and local communities have to offer |
|  | To be a people person who genuinely cares about others and wants the best for them and has a common sense down to earth approach. |
| **Education / Qualifications** |
| **Essential** | This post will be registered with the SSSC and the post holder should have an appropriate health and social care qualification at level 3 or equivalent professional qualification; in addition management credits 15 at SCQF level 7 are required or willingness to work towards this is essential. |
| **Desirable** | SVQ Level 4 and appropriate management qualification for registration purposes |
| **Experience / Skills / Knowledge** |
| **Essential** | Excellent Communication Skills (Written and Oral) |
|  | Excellent computer skills |
|  | Experience of and aptitude for staff scheduling and rota’s |
|  | To be creative and have an ability, to “think outside of the box”; to recognise and implement innovative support arrangements |
|  | Substantial experience of working with individuals in a health & social care setting, including previous relevant experience in a community setting.  |
|  | Sound knowledge and experience of the challenges and needs of vulnerable individuals and of risks assessment & risk management  |
|  | Excellent time management skills and the ability to prioritise and organise |
|  | Experience of working in partnership with statutory agencies i.e. Social Work, Health  |
|  | Excellent Active Listening Skills |
|  | Excellent interpersonal skills and an ability to interact with a wide range of individuals and groups. |
|  | Substantial experience of coaching, supervising or managing staff within a health & social care community setting.  |
|  | Understanding of Care Inspectorate/SSSC Standards |
|  | Ability to use your personal skills to help the staff you support to develop. |
|  | A good negotiator |
|  | A creative approach to problem solve |
|  | An approachable and friendly manner |
|  | Previous Experience within a similar role  |
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| Other Essential Requirements | A full driving licence and access to a vehicle insured for business use and a willingness to travel to meet the needs of the organisation. |