

## Job Description

**Post:** Housing Service Co-ordinator

**Responsible to:** Senior Operations Manager (Housing)

**Hours of duty:** 35 hours per week

**Pension:** 6% Employer – 2% Employee

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|  | <p><b><u>Job Summary:</u></b></p> <p>Minimum of 2 years' experience in a supervisory post is essential. Ability to be fully registered with SSSC within the specified timescales.</p> <p>The post holder will have day to day responsibility for our Housing Support service, working directly with the Service Manager. This will include ensuring that referrals are dealt with timeously and in a professional manner, the staff team are well managed and supported and the service is managed in accordance with statutory legislation and RAMH philosophy and ethos. The ability to work flexibly and occasionally out of hours, with sleep-over being required in extreme circumstances is essential.</p> <p>In addition, the post holder will deputise for the Service Manager, in their absence.</p> <p>There is a significant requirement for networking and planning with partner agencies, both statutory and voluntary.</p>                                                                                                                                                                                                                                             |
|  | <p><b><u>Specific Duties:</u></b></p> <p><b>Personnel:</b></p> <ol style="list-style-type: none"> <li>1. To provide regular supervision, with appropriate delegation, for staff.</li> <li>2. To ensure the organisational performance review system is carried out.</li> <li>3. To ensure the appropriate personnel records are maintained, in liaison with the HR Department.</li> <li>4. To ensure professional standards are maintained among staff team.</li> <li>5. To recruit and appoint staff in accordance with organisational policy and procedure.</li> <li>6. To address performance management issues with staff as necessary.</li> <li>7. To work with HR to ensure that all staff meet the SSSC requirements.</li> <li>8. To ensure staff attend required training to meet agency standards.</li> </ol> <p><b>Service Management:</b></p> <ol style="list-style-type: none"> <li>1. Rota Management – to be responsible for the rota allocation to ensure the service meets all contracted standards.</li> <li>2. To provide leadership for the service and the staff team.</li> <li>3. To ensure that professional standards are maintained at all times.</li> </ol> |

4. To ensure that a high quality service is provided in accordance with the Regulation of Care Act and in line with Care Inspectorate recommendations and requirements.
5. To oversee all services provided by the staff team.
6. To supervise the operation of referral process.
7. To maximize client contribution and feedback to services.
8. To ensure the client database is updated regularly.
9. To ensure clients records are of a high standard and maintained in accordance with the Data Protection Act – inc. GDPR requirements.
10. Set up and maintain a stakeholder group to assist the service to continue to develop in line with local authority priorities.
11. Conduct and follow up on audits of Service information, as directed by RAMH policy.

Financial:

1. To work alongside the Service Manager – taking responsibility for the expenditure of Service funds, particularly in relation to staffing.
2. To keep accurate records and statements, as required by Finance Department.
3. To ensure that all Finance processes are followed, as required by Finance Department.

Organisational/Strategic:

1. To be responsible for setting, reviewing and meeting targets for the ongoing development of the service, in liaison with the Service Manager and Registered Manager.
2. To liaise with statutory service providers and policy makers to promote the role of voluntary sector.
3. To contribute to the development of RAMH corporate function and identify through communication with colleagues, Chief Executive and the Management Board.
4. Leading and supporting staff and services. Championing the RAMH ethos.
5. Attendance and contribution to the RAMH organisational meetings as agreed.

Health & Safety:

1. To ensure that all practices involving clients, staff and the public, comply with current regulations.
2. To delegate tasks and responsibility as appropriate.

Performance Management:

1. Gathering feedback from service users to aid in monitoring and evaluating service development.
2. To supply information, to the Service Manager in relation to quarterly reports on the service including information from the client database(s). To collate information and supply an annual report in relation to the Service.
3. To ensure that staff are supervised, appraised and performance managed in accordance with RAMH Policy.

### **Scottish Social Services Council Registration:**

- All staff must be aware of timescales and requirements of registration with SSSC – Scottish Social Services Council.
- Staff who are registered must take personal responsibility of making themselves aware of the requirements of registration and adhere to these requirements.
- It is NOT the responsibility of RAMH to register staff.
- Staff who are required to register with SSSC and don't complete registration within the timescales set out, will NOT be able to be employed in their current role, until registration is completed. This means that there may be no employment opportunities for staff if they are not registered.
- Failure to register within timescales will result in disciplinary action.

The post holder will be expected to participate fully in the Annual Performance Review process and, in partnership with their manager, agree and work towards annual objectives. This process supports continuous professional development and contributes to the ongoing improvement and delivery of the service.

This job description is a general outline of the post, and the post holder may be expected to undertake any other duties commensurate with the post.

## Person Specification Service Co-ordinator

### QUALIFICATIONS

|                                                                                  | Essential | Desirable |
|----------------------------------------------------------------------------------|-----------|-----------|
| SVQ Level 4 (or equivalent) and eligible for SSSC registration at Manager level. |           | ✓         |

### KNOWLEDGE & EXPERIENCE

|                                                                                             |   |   |
|---------------------------------------------------------------------------------------------|---|---|
| Staff management skills, 2 years in a senior supervisory post                               |   | ✓ |
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| Working in Partnership with other organisations                                             | ✓ |   |
| Ability to write and present reports                                                        | ✓ |   |
| Knowledge of mental health and illness and its' impact on individuals, families and carers. | ✓ |   |
| Experience of project planning, funding and evaluation.                                     | ✓ |   |
| Ability to manage resources, information and quality and people.                            | ✓ |   |

### COMPETENCES & SKILLS

|                                                                             |   |  |
|-----------------------------------------------------------------------------|---|--|
| Leadership skills – effective at delegating to and supporting team members. | ✓ |  |
| Excellent interpersonal skills                                              | ✓ |  |
| Effective communication skills                                              | ✓ |  |
| Presentation skills                                                         | ✓ |  |
| Excellent performance manager                                               | ✓ |  |
| Effective time management                                                   | ✓ |  |
| IT skills, competent with MS Office                                         | ✓ |  |

### PERSONAL TRAITS

|                           |   |  |
|---------------------------|---|--|
| Self-motivated            | ✓ |  |
| Flexible approach to work | ✓ |  |
| Creative thinker          | ✓ |  |
| Team Member               | ✓ |  |