A green and grey logo

Description automatically generatedRef: DH/AM/Recruitment

**JOB VACANCY**

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Post/Job Title** | Coordinator  Community Offer and Integrated Services |
| **Reporting to** | Service Manager |
| **Based** | The Bridge, Tipton DY4 0SL |
| **Salary** | £27,572 (Pro Rota – 37 hrs) per annum |
| **Hours** | 32.5 Hours (£24,217.00) |
| **Contract** | Fixed Term Contract to 31st December 2026 (option to extend for a further 12 months) |

**Job Summary**

To assist with the 7 days per week service, with day to day operations of the Sandwell Community Offer and Integrated Care Services (COICS), the aim of which is to provide a range of support for people to live independently upon hospital discharge, to support discharge back home including transport, and to provide up to 12 weeks of low-level support to Sandwell residents aged 18 plus including information, advice, guidance and signposting.

The Coordinator is responsible for triaging referrals, conducting initial assessments, liaising with multidisciplinary professionals for data gathering, and coordinating appropriate interventions such as transport, supporting recovery and crisis support.

**Main duties and responsibilities:**

* All referrals will be received and screened by the Single Point of Access (SPOA) Coordinators to determine appropriateness and urgency. Transport discharge and ‘warm referrals’ will be initially screened within 1 hour, while others will be within 1 working day.
* Arrange an initial assessment with the service user/carer, via telephone, video call or face to face visit. For rapid discharge support, this may take the form of a shortened assessment on the ward/discharge area.
* Triage the referrals to an appropriate Support Worker.
* Utilise the Charity Log CRM system to capture and manage referrals, assessments, and case notes, using mobile and integrated telephony to facilitate remote working and ensure timely, responsive support.
* Ensure an integrated crisis response by working closely with health, care and community partners. This will provide highly a responsive, practical, solution-focused support to clients to increase resilience and independence following an illness, injury, hospital admission or other crisis. Building on our established stakeholder relationships, the coordinator will mobilise an integrated network of support to 'wrap around' service users in crisis.
* Contribute to internal and external management reporting.
* Act as Designated Safeguarding Lead for the service.
* Monitor and manage complaints and customer feedback.

**Team Development**

It is mandatory that everyone will contribute to the development of a flexible and multi-disciplinary team, which will work collaboratively in the genuine spirit of co-operation and partnership in order to meet agreed goals.

All members of the team will be committed to the development of a customer friendly environment, providing high quality, practical support for service users.

Each member of the team will be responsible for actively participating in the appraisal process and fully contributing to the formulation and implementation of personal and organisational development plans.

Murray Hall is committed to staff development and support. Any training needs identified by appraisal process will be prioritised.

**Confidentiality**

Information held within the programme is confidential and all individuals within the team are expected to act accordingly. Staffs are required to work towards locally agreed policies and procedures.

**Equal Opportunities**

Murray Hall Community Trust is striving towards being an equal opportunities employer that values diversity. In working towards this aim no employee or job applicant will receive less favourable treatment on the grounds of their gender, age, disability, race, colour, sexual orientation, domestic circumstances, social and employment status, gender reassignment or political affiliation or trade union membership, or disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Murray Hall Community Trust is committed to ensure all employees have fair and non-discriminatory systems for recruiting or accessing training to enhance the development or promotion of staff.

**Health, Safety & Environment (HSE)**

Everyone should familiarise themselves and be fully compliant with statutory and local HSE legislation, policies and procedures to ensure a healthy and safe working environment. Everyone should co-operate in HSE issues, making sure that any unsafe condition and/or practice is immediately rectified or highlighted with the appropriate person.

**Values**

Murray Hall Community Trust aims to make a positive impact with the challenges of inequality, to promote and support people in their health and wellbeing from early years to end of life. Therefore, all staff are expected to support the organisation’s principles which are based on the following values:

|  |  |
| --- | --- |
| Community Development  Equality  Diversity  Empowerment | Compassion  Teamwork  Respect  Integrity |

**Person Specification: Coordinator (COICS)**

Criteria: E = Essential D = Desirable

|  |  |
| --- | --- |
| **Education/Qualifications** | **Criteria** |
| Health & Social Care Diploma/NVQ Level between 4-5 or equivalent qualification with experience in a health and social care service environment. | E |
| **Experience** | **Criteria** |
| Relevant community-based experience. | E |
| Assessing client needs at pace. | E |
| Ability to work as part of a team and on own initiative. | E |
| Proven experience of the ability to work collaboratively with partnership organisations. | E |
| Working within multi-disciplinary teams. | E |
| Case work management using a CRM system. | D |
| Managing confidential information in a sensitive manner. | E |
| **Knowledge & Skills** | **Criteria** |
| Good working knowledge of Office 365. | E |
| Analysis of information obtained from different sources. | D |
| Ability to develop, monitor and review outcome focused care plans. | D |
| Supporting team members through regular communication, supervision meetings and training. | D |
| Excellent interpersonal and communication skills. | E |
| Problem solving. | E |
| Managing time effectively and responding appropriately to a range of competing demands. | E |
| **General Attributes** | **Criteria** |
| Commitment to continuous improvement. | E |
| Valid and current full driving license and access to a vehicle to travel independently across the service area. Must be insured for Business Use. | E |
| Undertake an enhanced DBS check and maintain a DBS Update service membership. | E |
| Demonstrate adaptability and flexibility to work as required to meet the needs of the service. | E |
| To work flexibly to support the delivery of a 7-day service around the business needs of the organisation, including evening, weekend and bank holidays working on a rota basis. | E |