



JOB DESCRIPTION

POST: Service Coordinator

LOCATION: Wolverhampton Navigator

RESPONSIBLE TO: Operations Manager (or nominee)

JOB PURPOSE

To report to and work along side the Operations Manager to ensure that there is a coordinated approach to developing partnership working with external groups delivering services to people sleeping on the streets.

- Coordinate; develop solid relationships with external groups in our city working with people on the streets.
- To develop and promote good practice initiatives with partners to find lasting routes out of rough sleeping for people.
- To be the link for faith groups, independent groups and other external partners to collaboratively set up a pool of volunteers to enhance the service to rough sleepers from our Navigator service.
- To take responsibility for collating data, writing reports and the development of focus groups with partner agencies.
- To be the link with any external groups and the lead within the homeless service at Wolverhampton city council.
- Lead local initiatives and become a key stakeholder in improving the lives of rough sleepers within the local community.
- Reviewing and producing reports for complex data and statistics to obtain a clear view of year on year challenges, patterns, like for like trends and influences that we can positively influence to reduce the homeless population in the future.
- Producing reports and collating data to report to Operations manager and evidencing contract compliance.
- Complete administration duties relevant to the role.
- Work in partnership with relevant internal services at P3.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- To be the link with these groups when working with rough sleepers.
- To form solid relationships with external partners, faith groups and smaller independent groups in our city.
- It is vital that services aren't working in isolation and that there is a strong ethos of collaborative working to ensure that people are supported to find accommodation. There must be a joined up strategic approach to tackling homelessness.

- To develop a joint working protocol and information sharing agreement between those agencies.
- Ensure that up-to-date records are kept of all on-going work.
- Ensure that a focus group led by clients is introduced – to feed into the local Wolverhampton Homeless strategy and to identify any barriers to accessing services.
- Attend strategic meetings within the city in partnership/ in the absence of the operations lead, to ensure continuity.
- Ensure that any referrals are passed onto the relevant services in the city.
- Liaise with external agencies including local statutory, faith groups and voluntary services.
- Raise awareness of P3 services with relevant external agencies and in the community.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Find ways to share these with the team; e.g. training, seminars, written reports.
- Ensure that you are working effectively with and sharing information with the lead for the street outreach and Wolverhampton Navigator service.
- Participate in the development of policies within the service.
- Assist in the recruitment and induction of new staff and volunteers.
- Share innovation and new initiatives that will engage partnership to ensure homelessness is not sustained due to delivery of the service.
- To promote effective client involvement in P3 activities wherever possible and appropriate.
- Provide reports and data collection on a monthly basis to the Operations Manager.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.
- Take a lead role in evidencing the quality standards for the service

TEAMWORK

- Participate in and coordinate meetings, training, team development sessions and other meetings as required
- Facilitate and lead regular meetings with external partners and specialist groups through

QUALITY

- Deal with complaints in accordance with agreed procedures.
- Ensure that the service meets its internal and external performance targets and any contract specific targets.

DEVELOPMENT

- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3 PERSON SPECIFICATION

Service Coordinator

	Essential	Desirable
Values Must be able to demonstrate the following values; <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Management practice that demonstrates leadership and vision for continuous improvement and clarity of expectation • Management style that involves people in decisions • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	✓ ✓ ✓ ✓ ✓	
Experience Able to demonstrate experience of:		✓

<ul style="list-style-type: none"> • Managing a service including a staff team and budget in a care or support setting • At least 3 years experience of the above • Professional experience of homelessness and or substance misuse • OR • Relevant personal experience • Partnership and networking skills • Risk assessment and management plans • Working with Supporting People legislation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<p>Knowledge and Understanding Must have some understanding of the political and social context within which voluntary organisations provide social care services</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services • Must have an in depth understanding of the specific support and political issues affecting people from a wide range of communities. • Knowledge of substance misuse issues • Knowledge of mental health issues • Knowledge and understanding of safeguarding policies and procedures • An understanding of Supporting People legislation • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Must be able to establish and maintain constructive 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	

relationships with a wide range of people including senior figures in external agencies.	✓	
• Must be a confident user of e-mail	✓	
• Ability to use Word Processing and produce quality presentation documents.	✓	
• Ability to work flexible hours	✓	
• Ability to take on an effective leadership role	✓	
• Able to motivate a staff team	✓	
• Able to understand and report accurately on financial outcomes from a range of complex service activities.	✓	
• Full drivers licence and use of a vehicle	✓	
Qualifications		
• A qualification in health, social care or housing is desirable.		✓
• There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	
• NVQ/QCF Competencies at level 3	✓	
• NVQ/QCF Competencies at level 4		✓