



## **Service Coordinator**

### **Job description**

<b>Job Title:</b>	Service Coordinator(In-work Support Service)
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	21 hrs per week @ £12.59/£13.21 per hour (unqualified/NVQ Administration level 3 or equivalent) 14 hrs per week @ £13.42/£14.27 per hour (unqualified/NVQ Health & Social Care level 3 or equivalent)
<b>Contract term:</b>	Fixed term until 31 <sup>st</sup> March 2025
<b>Holiday:</b>	5 weeks per annum (pro rata)
<b>Responsible to:</b>	Operations Manager
<b>Base:</b>	Blended - Home and Office (Llandrindod Wells)
<b>Probationary period:</b>	3 months

*Mid & North Powys Mind is committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. Therefore, we particularly encourage applications from individuals who are underrepresented in the social care workforce. These include people from Black, Asian and minority ethnic backgrounds, disabled people, people with lived experience of poor mental health and individuals from the LGBTQIA+ community.*

### **Job Purpose**

**To ensure the effective running of Mid & North Powys Mind's In-Work Support Service and administrative systems. The job also involves carrying out assessments and coordinating support packages for clients.**

The In-Work Support Service is a new service within Powys which started in September 2023. Mid & North Powys Mind is the lead agency of this Minds in Powys project, working in conjunction with Brecon & District Mind and Mind Ystradgynlais. The primary objective of the In-Work Support Service is to provide therapeutic support to help people who are absent from work or at risk of becoming absent due to their ill-health to remain in or return to employment. The service also aims to support businesses to improve their health and wellbeing practices, although this element is the responsibility of the Operations Manager. The service is open to anyone aged 16 or over.

Mid and North Powys Mind is responsible for all elements of managing the service, sub-contracting physical health professionals to deal with clients in this area and delivering/sub-contracting the business support element in its entirety. Delivery of the mental health element of the service is split by area and delivered by the 3 local Minds in Powys (Mid & North Powys Mind, Brecon & District Mind and Mind Ystradgynlais).

It is the Service Coordinator's role to triage new referrals, coordinate with the 3 local Minds and external therapeutic staff (whom the referrals are sent to) and manage the administration processes.

### **Main Duties**

1. Carrying out eligibility checks and client assessments in a timely manner and ensuring appropriate support package and onward referral and completion of all paperwork.
2. Carrying out follow up contact - after the end of therapeutic support, project staff will make contact with the individual to gather service evaluation data and discuss further support options if required. Project staff will act as the main point of contact for clients throughout service delivery for any questions or queries and be responsible for smooth and effective whole service delivery, supported by the Operations Manager.
3. Service support:
  - a. Administrative tasks for effective service provision. Such as printing, mail outs, etc.
  - b. Timely inputting of client data onto project databases and spreadsheets
  - c. Managing the online client system and ensuring all administrative processes are followed and completed
  - d. Ensuring all project partners have the correct paperwork agreed and in place
  - e. Dealing with queries from project partners
4. Lamplight (MNP Mind's database):
  - a. Collecting and inputting service data into Lamplight
  - b. Pulling service data reports
  - c. Monitoring the data entry of the service and highlighting missing data
  - d. Correcting double entries/mistakes in data entry when spotted
5. Communications and marketing:
  - a. Market and promote the service including digitally, disseminating posters and on social media
  - b. Compile a schedule of regular posts across Facebook, Instagram and Twitter, maximising the service's reach and effectiveness.
  - c. Check and respond effectively to queries that come in across these platforms.
  - d. Create content for social media channels, including videos, following Mind branding guidance.
  - e. Developing the effective promotion of service outcomes through social media, in conjunction, using content from service evaluations.
  - f. Maintain and update accurate service information on third party websites
6. Devising new efficient ways to meet the recording and reporting requirements of funders/the service
7. Ensure excellent communication with partners and the Operations Manager and more widely across the whole organisation.
8. Working closely with the wider Mid & North Powys Mind team and other external organisations, building and maintaining excellent working relationships and ensuring a seamless service.
9. To be aware of all aspects of Minds in Powys services
10. Answer IWSS service phone line:
  - a. Ensuring phone line cover all weekdays (excluding bank holidays)
  - b. In a timely & effective manner, responding to professional queries and requests for information
  - c. Responding to voicemails

- d. Listening to client stories, guided by our Working Principles (or values of support) understanding need via a 'What Matters' conversation and effectively matching that to available Minds in Powys and external services.
- e. Immediately escalating emergency client needs.
11. Being responsible for the IWSS email account which is the primary email contact for the service and the services WhatsApp and social media accounts, ensuring queries are effectively responded to and people effectively supported.
12. To be responsible for thorough monitoring and evaluating of the service, in line with the requirements of our funders. This will include ensuring delivery partner agencies are completing all necessary records correctly and in a timely manner.
13. Ensuring administrative adherence to MNPMind's GDPR Policies
14. To attend training courses as and when necessary, as identified or agreed with your line manager
15. Taking on new tasks within the remit of the post, as and when needed, under the direction of your line manager.
16. Work within the ethos of Mid & North Powys Mind and its working principles
17. Work closely with and undertake any reasonable task requested by the Operations Manager
18. Willingness to work weekends and unsociable hours, when necessary

## **Person Specification**

### **Experience and Qualifications**

- Relevant experience of working with people who have experienced mental health problems and an appreciation of their needs
- Excellent, proven organisational, IT and communication skills
- Proven networking abilities, including flexibly responding to demand
- Excellent IT skills in some or all of the following; databases, Word, internet use, email
- Highly experienced in performing administrative tasks and using office equipment
- Excellent digital communication skills (including social media)

### **Knowledge**

- A clear understanding of person-centred support
- To problem solve and guide support provision
- A knowledge of safeguarding/duty of care issues and reporting processes
- Computer literate

### **Essential Qualities**

- Ability to reflect, learn, adapt and make changes
- A commitment to equal opportunities
- Flexibility and responsiveness
- Ability to work alone and within a team
- Ability to work with a wide range of agencies
- Ability to act responsibly to ensure the safety of self
- Ability to monitor administration and evaluation procedures using computerised systems
- Ability to listen actively and with empathy
- Ability to travel within the county by car (mileage paid)
- Excellent communication skills

- A clear understanding of the need to work within the framework of the Mid and North Powys Mind's ethics and policies.
- A willingness to work unsociable or extra hours where lieu time will be granted
- Access to a vehicle as travelling is essential in this post

### **Desirable Qualities**

- NVQ Level 3 Administration
- NVQ level 3 health and Social Care
- Ability to speak Welsh or a willingness to learn
- Relevant experience within the voluntary sector
- Lived experience of mental health issues