



Role Profile

Senior Service Coordinator

My Team Around Me - Changing Futures

Second Step

June 2024

1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB PURPOSE

To assist the Delivery Team Manager and Service Coordination Team to ensure the provision of Client led, trauma informed, high quality, effective and comprehensive support to clients. To provide day to day leadership and support to your direct reports and promote effective team working and communication both within the general Changing Futures Team but more specifically Service Coordination Team.

1.2 JOB CONTEXT

Second Step is the lead agency, in a partnership of organisations, chosen by Bristol City Council, to deliver the MHCLG Changing

Futures programme in Bristol to support people experiencing multiple disadvantage, including discrimination, homelessness, domestic

abuse, mental health issues, drug and alcohol issues, and contact with the criminal justice system.

The programme's aims are:

- To improve the way that local systems and services work for people experiencing multiple disadvantage and who are traditionally not

well served by services

- To use the learning from this to influence future government programmes and policy

The focus of the programme is to drive lasting cultural and system change.

Co-production with people with lived experience of multiple disadvantage, partnership working, and embedding equality, diversity and inclusion are central throughout the programme.

1.3 ORGANISATION

Immediate Supervisor: Delivery Team Manager

Colleagues/Peers: Service Coordinator Team

Direct Reports: Service Coordinators acting as Lead Professionals X 5 posts and Well-being and Learning Coordinator.

1.4 JOB ACCOUNTABILITIES

- Carry out role adhering to Second Steps policies, procedures, values, code of conduct and with a psychologically and trauma informed, Recovery orientated approach.
- Assist the Team Manager with the management of the day-to-day planning and operational delivery of the three My Team Around Me Cohorts working with delivery partners and wider stakeholders

Assist in development of operational procedures and practice for client identification, engagement, assessment, support and safety planning in line with the My Team Around Me model as this develops

- Support the development of the approach for working with each of the three CF priority client groups
- Work in partnership with IF, enable people with lived experience of multiple disadvantage to have a strong voice and contribution in the development and delivery of the MTAM model, working towards Gold Standard Co-production
- Ensure a psychologically informed approach and Trauma Informed practice within MTAM delivery.
- Actively promote equality, diversity and inclusion in all aspects of service delivery, and in the recruitment and development of staff
- Ensure consistent recording, reporting of and action on system barriers and enablers, in line with CF system change tools and procedures
- Contribute to the achievement of CF objectives, learning and outcomes, taking on specific projects as required
- Help ensure a focus on shared learning, including via the Learning Hub

- Foster strong teamwork and a learning culture
- Contribute to the development and implementation of policies and procedures in accordance with legislation and recognised best practice.
- Provide flexible cover for the Team Manager when necessary
- Work evenings, weekends and occasional bank holidays
- Undertake any tasks requested by the Team Manager, that are either within the role holder's capability or offer development opportunities, with appropriate support, to the role holder.
- Carry out role adopting and promoting the values and principles of the programme and within the employer's staff code of conduct.
- DLUHC - Lead on timely information/data rich surveys/forms
- Work with SCT to ensure that all case reviews are completed every 3 months and are data rich
- Assist Coordinators in implementing collective safety planning in MTAM, co-facilitating if required and ensure that tools/resources such as formulations and strength-based practice are utilised.
- Management responsibilities

- Regular oversight of client budget, monitor over/underspend
- Case Review Meeting – facilitation and recording.
- Overseeing partnership with DWP shared clients and drop in clinic
- TI working group attendance (internal) and participation in Support Planning Pilot with Salvation Army

1.5 PERFORMANCE MEASURES

- Effective day to day management of MTAM delivery and Trauma Informed practice
- People with lived experience have a strong voice and contribution as equal partners within MTAM development and delivery
- Delivery of agreed targets and carrying out specified project work/services to time and standard
- Policies and procedures are followed by the staff team and appropriate actions taken to address any failings
- Demonstrable action to promote and monitor Equality, Diversity and Inclusion
- Development of positive management level relationships with delivery partners and wider stakeholders
- Contribution to the monitoring, evaluation and development of service delivery
- Contribution to the effectiveness of the overall CF team
- Demonstration of a collaborative learning approach
- Delivery of specified project work/services to time and standard.

2. PEOPLE PROFILE

2.1 PERSON SPECIFICATION

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Numeracy and literacy to A Level/NVQ 3 or equivalent ▪ IT skills including ability to produce various documents in Word and Excel, and use of email and internet. ▪ Experience of using and monitoring case management systems effectively ▪ Effective liaison skills through experience of working in a team ▪ Works collaboratively to problem solve and find creative ways forward ▪ Strong organisational and planning skills, as well as ability to respond flexibly to urgent matters ▪ Ability to reflect on own learning 	<ul style="list-style-type: none"> ▪ A recognised qualification in a relevant field (for example DipSW, RMN, CPN)

<p>Knowledge</p>	<ul style="list-style-type: none"> ▪ Proven knowledge and understanding of care and support needs of people experiencing multiple disadvantage relating to homelessness/drug and alcohol problems/domestic abuse/mental health/contact with the criminal justice system ▪ Proven knowledge and understanding of equal ▪ Understanding of impact of social exclusion ▪ Knowledge of health and safety and safeguarding in practice 	<ul style="list-style-type: none"> ▪ Comprehensive knowledge and understanding of social care sector ▪ Knowledge of psychologically informed and trauma informed practice ▪ Understanding of how to work effectively with complexity
<p>Experience</p>	<ul style="list-style-type: none"> ▪ Experience of supervising staff, students or volunteers. ▪ Proven experience of day to day management of complex health, care or support services for people experiencing multiple disadvantage ▪ Proven experience of contributing to the development of innovative service approaches or models ▪ Proven experience of building relationships and working effectively in multi-agency settings 	<ul style="list-style-type: none"> ▪ Proven experience of co-production with clients of services ▪ Proven experience of promoting and taking action on equality, diversity and inclusion ▪ Lived experience of multiple disadvantage, either as a service user or carer
<p>Values</p>	<ul style="list-style-type: none"> ▪ Commitment to diversity and equal opportunities at work ▪ Ability and motivation to work with a Recovery focused approach ▪ Commitment to developing system behaviours ▪ Ability to be an ambassador for Second Step's values, culture and behaviours 	

2.1 COMPETENCIES

- Achieving Results
- Customer Care

- Effective Communication

- Partnership And Teamwork

- Personal And Professional Development

- Service Area Expertise

- Recovery Orientated Practice

- Strategic Thinking And Analytical Reasoning

- Change Management

- Finance And Business Awareness

- Leadership And Influencing

- Releasing Potential Further Information On These Compete