

## **Services Coordinator Role**

**Hours:** 30 hours per week

**Place of Work:** Association of Carers, Jackson Hall, Portland Place  
Hastings. TN34 1QN

**Annual Leave:** 27 days (pro-rata) plus Bank Holidays

**Salary:** NJC Salary SCP 12-17 £17,989 - £19,850 per annum

**Pension:** Pension scheme in operation

### **Purpose of position**

The services that the Association of Carers currently provide throughout East Sussex include Respite with befriending, Computer help at home, Carers Lunch Clubs, Carers Wellbeing, Support to identify and plan residential respite.

The service delivery part of the role will include taking referrals, conducting initial meetings, risk assessment of the carers' home and activity and introducing volunteers to the family they will be working with.

The role is to support the management team in ensuring that the Association of Carers services are delivered efficiently and effectively.

### **Essential Duties**

1. Ensure that the Association's services continue to be delivered efficiently and effectively.
2. Ensure that all records and the database are maintained and updated when necessary.
3. Contact and carry out a home visit to adult carers who refer or are referred to the Associations' services and assess their needs (and those of the person with support needs when necessary), to ensure our services are appropriate and/or sign posting them to other relevant organisations or services that may be suitable.
4. Carry out risk assessments for volunteer activities for carers and the person they care for and assess these at regular intervals
5. Carry out regular reviews of the services and report any issues identified to the management team
6. Share attendance at monthly lunch clubs for carers.

7. Promote the Charity at network events and by giving talks.
  
8. Keep up to date with relevant legislation, policy and practice issues. Attend training courses, meetings and seminars ensuring that required information is shared with other staff members and volunteers.

### **General Duties**

- Work collaboratively to help deliver the aims and objectives of the organisation and assist with general office duties.
- Carry out administrative tasks such as correspondence, taking telephone calls and referrals from carers and professionals, taking details from prospective volunteer applicants.
- Ensure that all work undertaken is carried out in accordance with the Associations' equal opportunities and diversity policy. Ensuring that all policies are adhered to.
- Ensure that relevant information is shared with staff, members and volunteers by the most appropriate means.
- Undertake any other duties as required by the management team that are in line with the post and to assist with social events and fundraising events when necessary.

### **Person specification**

#### **Education**

- A good standard of education (Essential)

#### **Experience**

- Experience of a professional approach to working (Essential)
- Experience of working with volunteers or as a volunteer (Desirable)
- Experience of working with Carers (Desirable)

#### **Knowledge**

- Knowledge and experience of social care issues. (Desirable)
- A good understanding and empathy of family Carers issues. (Essential)
- Knowledge of the Voluntary sector (Desirable)
- Understanding of Equal opportunities and Diversity. (Essential)

#### **Skills and abilities**

- Excellent written and verbal communication skills at all levels (Essential)
- Interpersonal and team working skills (Essential)
- Creative thinking and problem solving (Essential)
- An ability to work on your own initiative (Essential)
- Must have a full current driving licence (any convictions must be declared when applying) and have access to a vehicle. (Essential)

- Good IT Skills, experience of working with Microsoft word, excel, publisher, access and outlook. (Essential)
- Good organisational and time management skills and the ability to plan and manage workloads to meet targets and deadlines. (Essential)
- Ability to work under pressure and maintain a positive attitude to work (Essential)
- Set own targets (Essential)

**Other requirements**

- Need to be flexible in your attitude and work pattern and hours (Essential)  
The person employed in this position needs to have and demonstrate a keen interest in their work throughout their employment and a willingness to develop their knowledge and skills related to their work, we will happily support such an individual and provide them with any agreed relevant training.
- The Services Coordinator will be required to drive to appointments etc, on a regular basis, throughout East Sussex.

Successful applicants are required to provide an enhanced disclosure (DBS Check), disclosure expense will be met by us the employer.