

Role Title	Service Coordinator (Adult Social Care Operations)
Job Family	Adults
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose The Service Coordinator (ASC Operations) will provide comprehensive support to the operational senior leadership team, working within different systems and processes to ensure that the CD and ADs and other senior officers when needed, are effective and can appropriately discharge their statutory duties. This includes providing coordination support across the service, such as preparing reports, managing correspondence, and supporting the wider practice improvement functions. One part of this role will be to lead on the services response to complaints, MP and councillor enquiries and freedom of information requests, ensuring responding officers efficiently manage and resolve complaints and supporting services to respond within expected timeframes. This will involve coordinating with different departments to gather information and draft responses. This role will require working with both internal and external stakeholders, fostering trust and open communication. A large part of this role is building positive working relationships with residents, so it is imperative that the role holder can communicate with empathy and compassion. They will also be expected to provide regular updates to the director and senior officers on any emerging trends that may require attention. In addition, other areas of role focus include (but not limited to): - Panel coordination, ensuring effective systems are in place to request, scrutinise and record funding decisions for care services, packages and placements. - Coordination of continuous improvement activities and monitoring of delivery against CQC improvement plan - Tracking financial savings and benefits realisation from improvement projects within the division. - Working with operational colleagues to effectively track and report on activity relating to NHS Continuing Healthcare funding. - Support, coordinate and promote departmental and divisional staff communications in a variety of different format and mediums. This role is pivotal in ensuring the delivery of high-quality services to residents and contributes to a culture of continuous improvement and accountability, supporting the overall quality assurance and practice improvement agenda for Adult Social Care and ultimately enhancing the overall quality of care and support provided.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.

Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints and FOIs are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Represent the Council and the Directorate in a positive manner and be committed to the aims of the Council.	To protect the reputational integrity and confidentiality of the service
Handle sensitive information in	Always ensuring confidentiality.

accordance to agreed procedures and guidelines	
Check the accuracy of documents and reports to ensure high quality and accurate written material is produced.	Ensuring all documents are a high quality.
Excellent verbal and written communication skills.	Be able to represent yourself in a clear and concise manner.
Arrange and minute meetings where required.	Accountability and formal recording of decision making processes.
Provide project and improvement support to Senior Officers	Senior Officers can fulfil their statutory duties.
Lead on the complaints/FOIS.MP enquiries process for the service, coordinating responses within recommended timeframes.	The service complies with policies and procedures. Supports in maintaining the reputation of the council
Maintain positive working relationships with both internal and external stakeholders	Enhanced Collaboration.
Take responsibility for archiving documents and files, following Council procedures to ensure that documents are stored and managed effectively.	Ensures preparedness
Support wider practice improvement projects as and when needed.	Supporting the department's continuous improvement agenda to ensure CQC regulatory compliance and best outcomes for residents.

Nature of Contacts
Key contacts are Assistant Director, Corporate Director, Heads of Service, Team and Practice Managers and Residents Close working and collaboration with the Adult Services Business Manager is required, with matrix support/supervision where required. Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Deal with people at all levels confidently, sensitively and diplomatically

Procedural Context
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Resourcing

Budget Responsibilities:

None

Supervisory Responsibilities:

None

Knowledge, Skills and Experience

IT literate inc Word, Excel, MS Teams and PowerPoint

An understanding of adult social care

Experienced in working closely with and advising, senior officers and internal/external stakeholders

Experience in handling and resolving resident complaints and enquiries

Highly numerate, with excellent analytical and problem-solving skills

Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication

Well-developed interpersonal, persuasion and negotiating skills

Ability to think strategically

Self-motivated, enthusiastic and driven to achieve success

Ability to act on own initiative as well as work effectively in a team

Resilient in the face of contradicting priorities and a demanding workload

Demonstrable commitment to equal opportunities and equality in employment and service delivery

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.