



**SERVICE TEAM COORDINATOR
(PA AND DAY SERVICES)
JOB DESCRIPTION**

SALARY: full time, £21,450. Flexible working hours available by arrangement.

HOURS: to be worked flexibly to suit the needs of the charity plus additional hours available as the role and service/demand develops.

LEAVE ENTITLEMENT: 28 days per annum in total ie public holidays are NOT in addition to this, pro rata. Salary and leave entitlement can increase with service in accordance with MAIN's policies.

AREA OF WORK: You will be expected to travel for your post throughout the north east in this role.

RESPONSIBLE TO: Service Team Manager

ABOUT THE CHARITY:

MAIN – Taking Autism Personally (MAIN) was established in 2002 to offer specialist support and advice to parents of children on the Autism Spectrum. The organisation has grown considerably and now offers not only advice, but short break services to children and young people with autism but also with a wide range of other complex needs, we offer specialist training both to professionals and parents/carers and adults themselves with additional needs, specialist information advice and guidance, signposting, one to one community support for adults and children's (known as PA support), an all-age alternative education provision along with post diagnostic support to adults on the autism Spectrum in County Durham.

MAIN is a medium sized charity with a dedicated team. We offer many positions throughout the organisation from outreach based roles, co-ordination, trainers, management and finance positions. Whilst we operate throughout the north east the hub of our series are carried out from our head office in central Middlesbrough.

We are an ever evolving organisation, we have had many staff within the organisation move onto more senior posts within the charity and offer excellent opportunities for further development.



PURPOSE OF THE POST:

All employees are expected to be flexible in contributing to the efforts of our small team to achieve the charity's aims.

The role of the Service Team Assistant is to provide support advice and guidance for families referred into our service.

DUTIES AND RESPONSIBILITIES OF THIS POST:

1. Coordinate the PA and Day services.
2. Manage MAIN's PA service including staff rotas and supervisions
3. Schedule PA inspections alongside Service Team Supervisor/Manager
4. Schedule day services inspections in liaison with Service Team Supervisor
5. Ensure ROPAs are completed with adequate detail in accordance with local authority requirements
6. Ensure that evaluation forms are given and returned from parents/carers and service users twice yearly (or in accordance with local authority requirements)
7. Ensure that feedback from evaluations is passed on to Service Team Manager for action if necessary
8. Manage MAIN's adult day service provision including staffing, rotas and supervisions
9. Ensuring quality delivery of service, inspections and transport
10. Responsible for all referrals for PA and day services and that they are processed in a timely fashion in accordance with the referral tracker
11. Deal swiftly with referrals and ensuring service users start in relevant services within agreed deadlines.
12. Manage a caseload and co-work cases in line with the needs of the charity and professional practice procedures and standards.
13. Assess and record the views of those we support are taken into account and reflected in the appropriate package delivery.
14. Complete monitoring of records to ensure data is not overlooked or missed.
15. Be prepared to work in a variety of locations to support families, this may include a person being supported at home.
16. Attend and participate in a variety of review and service meetings for service users or arrange for another member of the Service Team to attend.
17. Collaborate with other practitioners and agencies in a positive, professional and proactive manner.
18. To act collaboratively should areas of concern arise by following the safeguarding policies of the charity and relevant best practice in this area.
19. Participate in training and development activities to maintain and update relevant skills and knowledge.



20. Attend staff meetings and actively participate in team working, networking, fundraising, awareness-raising and publicity for the charity.
21. Actively promote the aims and values of MAIN, and participate in quality assurance and service improvement systems and initiatives.
22. Attend recruitment/networking events to promote jobs/MAIN services
23. Cover for sickness and holidays for other members of the team.
24. Organise and interview for new staff
25. Schedule the induction training for new staff
26. Share an 'out of hours' emergency phone (additional pay) on a every 3 weekend basis.

GENERAL RESPONSIBILITY:

All employees are expected to demonstrate a commitment to the principles of equality of opportunity.

All employees are expected to respect all confidentiality and principles and practice of the General Data Protection Act.

All employees are required to comply with Health and Safety policies and legislation, and where appropriate to devise (with appropriate guidance) and maintain risk assessments relevant to their areas of responsibility.

All employees must familiarise themselves with the charity's handbooks, policies and information and act in accordance with these.

The above duties and responsibilities cannot totally encompass or define all tasks which may be required of the employee. The outlined duties and responsibilities may, therefore vary from time to time without materially changing with the character or level of responsibility: these factors are reflected in the post.

TRAINING:

A full induction process is carried out for all new employees along with Autism Awareness training. Any additional needs for professional development will be identified through the appraisal and supervision processes. The successful candidate will have a period of shadowing with another member of the team.

Recruitment is done in line with safe recruitment practices.



PERSON SPECIFICATION: SERVICE TEAM ASSISTANT

ESSENTIAL:

- Good standard of literacy and numeracy (ideally evidence by at least GCSE grade C in English and Maths or level 2 equivalents)
- Positive attitude towards people with additional needs, including mental health conditions and challenging behaviours
- Knowledge and awareness of personalisation agenda
- Ability to manage own caseload
- Proven track record of following through work begun with individuals and families
- Good organisational skills
- Effective communicator, with excellent people skills and listening skills (empathy) and the ability to quickly build a rapport and relationship with a variety of “hard to reach” individuals.
- Proven track record of being an effective team player, understanding roles and responsibilities and helping others perform well
- Proven knowledge of Autism Spectrum Disorders/mental health/learning disabilities
- Proven ability to follow policies and procedures
- Ability to promote the organisation’s vision and long term interests
- ICT skills ie competent and confident with email, Excel and Word
- Ability to cope with pressure and emotive or stressful situations whilst maintaining high levels of professionalism
- Commitment to equality of opportunity and respect for difference
- Understanding of importance of safeguarding children and vulnerable adults, health and safety and security, confidentiality and data protection,
- Ability to report concerns to appropriate person

DESIRABLE:

- Educated to degree of equivalent in a relevant subject
- Qualified to Level 3 in relevant area (ie advice and guidance)
- Experience of writing care plans and risk assessments