

Position: Service Coordinator – Beacon Club

Responsible to: Adult Community Services Manager

Purpose of the Job

- Be responsible for the day to day operational running of the Beacon Club, supporting older people affected by mild dementia and cognitive impairment, ensuring that the interests of members and their carers are at the forefront of all activities.
- Work with the Service Manager and team to recruit, train and support volunteers
- Contribute to the continued development of Space Adult Community Services and promote these services to individuals and organisations across South West Edinburgh, to benefit current members and potential new members
- Deputise for the Service Manager on occasion

Key Duties

- Promote quality of life and the wellbeing of Beacon Club members, ensuring their physical, emotional and social needs are met, reporting concerns including home situations to the Services manager.
- Assist the Services Manager in the design and running of a programme of activities for members ensuring activities are appropriate to the members preferences, needs and abilities.
- Provide a safe environment for members and other club users during club hours in line with health and safety regulations. Ensuring rooms are correctly set up and cleared down, keeping equipment clean and tidy.
- Assist the Services Manager to carry out home visits to conduct individual assessments, risk assessments and personal care plans with members and their carers.
- Liaise with carers and other professionals regarding members' wellbeing, whilst maintain confidentiality.
- Encourage independence in clients, promoting opportunities for individual choice and decision making.
- Follow a robust monitoring and evaluation process, using appropriate monitoring tools to assess member's physical and mental condition, tracking progress to evidence for funders targets and KPI's.
- Work effectively in ways which enable members to feel safe and be safe during periods of confusion, and to help members re-orientate themselves.
- Recruit and train volunteers, providing regular guidance and support & supervision in line with practice guidelines.
- Maintain accurate records including referrals, members' personal plans and summary of daily activities.
- Cover for Care Assistants absence; escorting members on journeys between club and home, assisting with toileting and serving meals. Ensuring health & safety standards are always adhered to.
- Undertake other tasks as agreed with the Services Manager and the Chief Executive.

Team work

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings & staff meetings as required
- Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects
- To work as part of the wider team to ensure services are delivered effectively, including stakeholders to ensure the organisation's remit is carried out with regard to statutory commitments and best practice
- To fulfil organisational requirements in relation to receiving training and practice development, and to develop individual and team skills
- Work to legislative, ethical, policy and procedural requirements, adhering to Space's policies & procedures, including best practice on Safeguarding and Protection of Children and Vulnerable Adults, HR, Health and Safety & Operational, and participate in all policies being reviewed and updated
- Undertake relevant Continuing Professional Development and latest relevant literature
- Use communication systems to good effect including email/pigeonholes/meetings/notice boards
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate
- Understand fully the requirement for confidentiality in your work, balanced with data sharing with suppliers, stakeholders and others, being aware of GDPR.
- Liaise with other voluntary, statutory workers and stakeholders as required.

Behaviours

All staff are expected to:

- Nurture a culture of kindness through upholding and working towards our values – welcoming, fun, creative, bold and trustworthy.
- Be a role model for staff and stakeholders, showing optimistic, determined and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

Line Management, Support and Supervision

- Report to the Service Manager weekly and undertake regular Support & Supervision
- Provide day to day guidance and regular support and supervision to volunteers

Person Specification: Service Coordinator – Beacon Club

| Knowledge, Skills and Experience | Essential / Desirable |
|---|-----------------------|
| Be able to demonstrate experience of caring for older people in a dementia care environment evidencing knowledge of how to promote the physical, emotional & social wellbeing of older people | Essential |
| SVQ Level 2 in Health & Social Care with a willingness to work to Level 3 | Essential |
| Ability to use own initiative, prioritise and organise own workload efficiently | Essential |
| Enjoy working as part of a team and have an ability to develop sound working relationships | Essential |
| Have an awareness of equal opportunities and diversity issues, and a commitment to applying your knowledge in the workplace | Essential |
| Excellent (English) written, verbal and non-verbal communication skills | Essential |
| Experience of recruiting and managing volunteers | Desirable |
| Experience of writing progress reports and keeping accurate records | Desirable |
| Experience of operationally running a day-care service | Desirable |
| Experience in completing home visits, risk assessments & personal care plans | Desirable |
| Fully competent and comfortable with the use of Microsoft Office software (Word, Excel, PowerPoint, Outlook). | Desirable |
| Values & attributes | |
| Nurture a culture of kindness through upholding and living our values – welcoming, fun, creative, bold and trustworthy | Essential |
| Having a positive, flexible approach to your work | Essential |
| Show a commitment to the rights of elderly people | Essential |