

POSITION DESCRIPTION

POST TITLE:	Client Support and Activities Coordinator
HOURS OF WORK:	35hrs per week (full time) – evenings & weekend work will be required
SALARY GRADE:	£24,965 - £27,636
RESPONSIBLE TO:	Senior Team Leader/s and Operations Director
BRIEF DESCRIPTION:	Healthy n Happy Community Development Trust (HnH) Vision is to make Cambuslang and Rutherglen the healthiest and happiest places to live in Scotland. HnH is an ambitious, energetic and successful community led organisation.

The key purpose of this role is to:

- Support with the coordination and practice of the Transforming Lives team, with a particular focus on case management and guidance/support with all person-centred planning.
- Hold your own caseload, delivering client support and case management, providing a specialist ‘walk alongside’ service that enables self-management, positive health and wellbeing (with a focus on mental health) and pathways into positive destinations.
- Coordinate and deliver activities and events for HnH, working collaboratively across the organisation in order to achieve our strategic objectives.

Key Responsibilities:

1. Client Support and Case Management Coordination

- 1a. Provide oversight and coordination support across the Transforming Lives case management processes (intake/referrals, allocations, planning and exit) ensuring a seamless pathway for participants.
- 2b. Maintain and continually improve the quality of approach of person-centred planning, including assisting colleagues by providing guidance, case discussion, responding to queries/issues/concerns and if required, providing direct input/support to participants, particularly for complex cases. This includes supporting people in distress, managing complex behaviours, raising concerns and ensuring effective safeguarding at all times.
- 3c. Self-manage an active caseload - working directly with people to understand their situation and identify how best to work with them so they can increase their levels of self-care. Specifically:
 - Explore what people enjoy doing, supporting them to set small and realistic goals/ intentions to do more of these things whilst helping them do less of what may cause stress and anxiety.
 - Build knowledge, skills and regular practice around positive thinking, realistic goal setting and the 5 ways to wellbeing.
 - Deliver workshops/sessions on topics and activities that enable self-care learning and practice.

- Actively help people to become more active and involved (within HnH and across CamGlen), engaging in regular activities that reduce isolation, enhance wellbeing and help them achieve their goals.
 - Work with referrers to enable a robust social prescribing pathway.
- 4d. Support HnH volunteers, ensuring that they are fully inducted, access relevant training and receive support in order for them to have a valuable experience volunteering with HnH.

2. Activity/Event Coordination and Delivery

- 2a. Work collaboratively across the organisation to develop and deliver HnH services, activities and events that help people to:
- Build Personal Connections and Relationships
 - Get active, outdoors and green
 - Enjoy the benefits of local culture, arts and radio
 - Engage in lifelong learning and skill building
 - Lead and participate as influential citizens
- 2b. Support the delivery of key programmes within HnH, including (but not limited to) Wellbeing in the Community, Paths to Places (walking and cycling), green health (including mental health), creative arts and large-scale community engagement events.
- 2c. Regularly and proactively collaborate with the Healthy n Happy staff team, making connections and progressing opportunities across the organisation. This includes active involvement in cross team planning/delivery, marketing/comms meetings and specific project groups.
- 2d. Produce high quality content, information resources and promotional materials. Create and disseminate in print, web and social media formats with management and staff team input.
- 2e. Keep participants, volunteers and local residents up to date on all HnH services, activities and opportunities.
- 2f. Proactively raise the profile of HnH with potential referrers, partners, funders and communities through effective communication/promotion. Actively and regularly network with a range of local contacts, developing positive connections and working relationships.

3. Organisational Excellence, Standards and Systems

- 3a. Be responsible for delivering and maintaining a standard of service excellence at all times, working to ensure that people find what they are looking for/need easily and quickly and that they have a high-quality experience.
- 3b. As required, support hourly rate workers and volunteers in their designated roles, providing advice, guidance and support.
- 3c. Keep all files, records and database systems up to date at all times and complete all monitoring and evaluation statistics, reports and impact stories/case studies as required.
- 3d. Commit and adhere to Healthy n Happy's values and principles, ensuring you are a team player and collaborator with staff, volunteers and local residents and communities.
- 3e. Adhere to Healthy n Happy standards, policies and procedures and operational plans at all times.
- 3f. Be accountable to the Board of Directors and to local residents and communities.
- 3g. Undertake any other duties and responsibilities mutually agreed which are within the scope of the post.

PERSON SPECIFICATION

Person Specification – Client Support and Activities Coordinator

Successful candidates will be required to have/apply for PVG membership

(E = Essential D = Desirable)

EXPERIENCE OF WORK

- E Experience coordinating case management processes, including providing case conference support to colleagues/teams
- E Duty Management experience
- E Proven track record supporting people with their mental health and wellbeing
- E Experience facilitating groups, workshops and/or courses
- E Experience delivering wellbeing projects and activities
- E Collaborative working with local agencies, community groups and project participants
- E Using a range of monitoring and evaluation tools and writing effective case studies
- D Delivering mental health inputs and/or arts/music/creative/nature-based activities for therapeutic benefit
- D Social prescribing
- D Creating promotional materials and organising public events

SKILLS

- E Staff Support and Management
- E Case management skills
- E Strong written and verbal communication skills
- E Strong interpersonal skills
- E Effective facilitation skills
- E Project management and delivery skills
- E Training and presentation skills
- E Planning, coordination and organisational skills
- E Good ICT skills

KNOWLEDGE AND UNDERSTANDING OF

- E Enabling positive mental health and wellbeing
- E Working with people in complex circumstances
- E Case coordination and person-centred planning
- E Group facilitation, both with adults and young people
- E Engaging local people and groups in community activities
- D Arts, music, creative, outdoor/nature-based inputs and activities
- D Communities in Cambuslang, Rutherglen
- D Social model of health and community-led approaches

PERSONAL ATTRIBUTES

- E Proactive, self-motivating and strong use of initiative
- E Strong team player – from project teams through to whole organisation
- E Confident communicator in one to one and group settings
- E Enthusiastic and flexible with a can-do attitude
- E Non-judgemental approach
- E Commitment to being environmentally friendly