Town Break (Registered Scottish Charity No. SCO20526) provides services to support people affected by dementia and their carers, using the skills of trained, supportive, committed volunteers. We liaise with statutory, voluntary, and other complimentary services, to support people affected by dementia to remain within their own homes and community within Forth Valley.

**Job Title:** Services Co-ordinator.

**Hours of work:** 1 x 21/ 2 x 25 hours per week

**Duration:** Initially until June 2024 (extension subject to funding).

**Probation:** Three months.

**Reporting to:** Lead Coordinator.

**Salary:** £21,709 (pro rata).

**Location:** 1 Springkerse Road, Stirling, FK7 7SN with regulartravel throughout Forth Valley.

**Overview of the post:**

The Services Coordinator is responsible for the coordination of existing and new groups and other services in the Forth Valley area.

**Purpose:**

* To work as part of the wider Town Break team and support Town Break’s work across Forth Valley.
* To provide people living with dementia and their carers with support to develop strategies to live well with dementia.
* To provide advice and support for people affected by dementia and their carers, including signposting internally and externally as appropriate.
* To act as a key worker for a caseload, including for those attending groups and activities, and coordinate the support received, liaising with other agencies as agreed and appropriate.
* To organise and facilitate groups and activities following best practices.
* To coordinate and facilitate activities and provide group support for people affected by dementia, their families, and carers, helping them maintain their independence and engage in their communities.
* To participate in a duty rota triaging new referrals to the services.
* To support the development of skills within the wider organisation.

**DUTIES AND RESPONSIBILITIES:**

1. **Customer Responsibilities:**
* To support the work of Town Break in Forth Valley by providing exemplary customer care.
* To respond to enquiries from people affected by dementia, referrers and other stakeholders within the organisations response time, highlighting pressures, issues, or concerns to the Operations Manager or senior staff.
* Welcome new customer enquiries and initially discuss Town Break support.
* To participate in a duty rota for services and triage of referrals.
* To coordinate the support of a caseload of customers to meet support goals agreed through a guided conversation, signposting to other internal and external services as appropriate.
* Ensure the referred receives a service pack on introduction to Town Break, also signposting to other services as appropriate.
* Provide group support (and occasionally 1-2-1) for people affected by dementia and their carers, helping them to access activities and their communities. Also providing emotional support to both as appropriate through face-to-face meetings or telephone contact.
* Regularly review needs.
* To liaise with all relevant stakeholders – GPs, staff, family, community networks to ensure a coordinated and personalised approach to support.
1. **Co-coordinating and facilitating activities**
* To provide support to the Town Break team in relation to the administration of activities for people affected by dementia and their carers.
* Maintain appropriate records of attendance at activities in line with GDPR and in-house database.
* Ensure appropriate venues are available for activities and ensure the activities schedule is operating equally. Risk assess venues when required.
* To review customer satisfaction with groups and activities, identifying opportunities for group development following best practices, and customer suggestions.
* Deliver activities as agreed with the Operations Manager or senior staff, providing cover for colleagues groups as needed.
* To recruit, supervise and support volunteers and ensure scheduled activities are delivered in line with Town Break organisational values.
* Ensure volunteer reviews and support meetings are undertaken.
1. **Compliance Responsibilities**
* To work in line with Town Break’s Policies and Procedures, particularly data protection and confidentiality.
* To monitor Health and Safety compliance of volunteers and customers reporting any problems or deviation from health and safety best practice to senior staff.
* To ensure that Town Break’s Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
* To work with the Operations Manager to ensure quality systems are upheld, monitored and reviewed.
1. **Service Responsibilities**
* To uphold and demonstrate to others how the values and behaviours of the organisation are upheld.
* To provide accurate and timely management information as requested.
* To ensure effective networking and liaison with other agencies by participating in relevant meetings and representing the values and policies of Town Break.
1. **Team Member Responsibilities**
* With customers, carers, families, fellow coordinators and volunteers develop and maintain effective user involvement and feedback on the service as developed within the team.
* Establish effective relationships with key personnel within the locality health & social care network.
* Represent the organisation externally as appropriate.
* To work flexibly to support other services as needed.
* To support the development of Town Break colleagues, volunteers, students etc. through programmes of training in dementia care and related activities as requested and appropriate.
* To participate in monthly team meetings, attending prepared to discuss support, case management and other service/work issues.
* To participate in personal development review and engage in training/development activities.

**Person Specification**

1. **Education & Training**

Essential:

* None

Desirable:

* Knowledge of Cognitive Stimulation Therapy or other dementia training
1. **Experience**

Essential:

* None

Desirable:

* An understanding of the Voluntary Sector, NHS, Public Health or Social
* Lived experience or working with people with dementia and/or their families and carers
* An understanding of activities specifically for people with dementia
* An Understanding of providing person centred care
* An understanding of current issues relating to people with dementia and their families and carers
1. **Skills**

Essential:

* Effective team working
* Self-motivated and able to prioritise workload
* Ability to problem solve and use own initiative, making basic decisions without supervision
* IT skills including Word, Outlook, PowerPoint and Excel
* General report/ letter writing skills

Desirable:

* Full UK Driving License and access to a car for work
* Electronic record keeping
* Networking skills
1. **Competencies**
* **Openness to Change** – recognises and responds to the need for change and uses it to improve organisational performance.
* **Team Working** - is a committed team member, supports team decisions, understands the impact of their actions on others and promotes a team spirit, within and outside their immediate work group. Establishes and maintains effective working relationships with others.
* **Problem Solving** – gathers all relevant information to work through the details of a problem to reach a logical solutions; being fully aware of the impact of their decisions upon others and the organisation.
* **Communications skills** – Communicates ideas and information effectively both verbally and in writing choosing appropriate style in relation to audience. Listens to what others have to say and checks to ensure information given is received and understand.
* **Organisational Awareness** - Takes an interest in the organisation beyond own role and is able to focus own efforts and personal responsibilities to support the achievement of the organisations aims and objectives. Understands policies and procedures and uses them effectively.
* **Personal responsibility** – takes ownership for own actions and accepts the consequences that come from them and understands how their actions can impact on others. Acts with high degree of integrity.
* **Planning & Organisation** - plans and organises to ensure that resources are used efficiently and effectively to achieve organisational goals.
* **Customer Focus** - has a clear understanding of the requirements and needs of both internal and external customers and makes every effort to satisfy their needs and exceed their expectations.
1. **Behaviours**
* We will treat the people we come into contact with during the course of our work fairly and with respect
* We will listen to people, be honest and open in our dealings within the organisation and with all stakeholders
* We will lead by example
* We will set and communicate a clear direction and empower others to take responsibility and deliver results
* We will be personally committed to continuous improvement in all that we do
* We will work together across the organisation to meet common objectives and achieve better results
* We will place the organisation objectives before personal work objectives
1. **Other**
* Willingness to work across the whole of Forth Valley.
* Adaptable to the evolving needs of the people with lived experience of dementia and the services that Town Break delivers.