



## [Job Description]

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<b>Job Title:</b>	Services Co-ordinator.
<b>Hours of work:</b>	2 x 28 hours (with flexibility)
<b>Duration:</b>	Initially until July 2024 (extension subject to funding).
<b>Probation:</b>	Three months.
<b>Reporting to:</b>	Lead Coordinator.
<b>Salary:</b>	£21,709 with a 5% increase after probation (pro-rata)
<b>Annual Leave:</b>	35 days per annum (pro-rata)
<b>Location:</b>	1 Springkerse Road, Stirling, FK7 7SN with regular travel throughout Forth Valley.
<b>Benefits:</b>	<ol style="list-style-type: none"><li>1. Seven weeks annual leave.</li><li>2. Flexitime (core hours 9:30 – 16:30).</li><li>3. Closed at Christmas and New Year.</li><li>4. Pension.</li><li>5. Absence Policy.</li><li>6. Family Friendly Policy.</li><li>7. Hybrid working (by arrangement).</li><li>8. Mileage allowance.</li></ol>

At Town Break, we believe in the value of diversity and inclusivity. We welcome applications from individuals of all backgrounds, experiences, and perspectives. Whether you are a professional, currently studying or looking for a career change, we encourage you to apply. We understand the importance of gaining practical experience and developing skills, and we provide opportunities for individuals looking to combine their studies with valuable work experience. Join our team and be part of an organisation that values and supports personal growth and development.

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### Post Overview:

As the Services Coordinator, you will assume the role of coordinating both existing and upcoming groups and services within the Forth Valley region. Your responsibilities encompass ensuring the seamless operation and organisation of these initiatives. By taking charge of these crucial tasks, you will play a pivotal role in supporting and enhancing the services provided to our community.

By joining us in this pivotal role, you will have the opportunity to make a real difference in the lives of individuals affected by dementia and their caring individuals. With a supportive team and a chance to enhance your own skills, this position offers a fulfilling and rewarding opportunity to positively impact our community.

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**Patron: Events Host and Radio Presenter, Gina McKie** [@ginaontheradio](https://www.instagram.com/ginaontheradio)

**Volunteer Project of the Year Award: Health 2017**  
**Volunteer Friendly Award 2017 – 2020**

Registered Scottish Charity No. SC020526  
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### **Post Purpose:**

- Join our dynamic Town Break team and contribute to our impactful work across Forth Valley.
- Empower individuals living with dementia and their caring individuals by providing them with the necessary support and strategies.
- Offer invaluable advice and guidance to those affected by dementia and their carers, directing them to appropriate internal and external resources.
- Assume the role of a dedicated key worker, overseeing a caseload that includes individuals participating in groups and activities. You will coordinate the support they receive, collaborating with other relevant agencies as necessary.
- Organise and facilitate groups and activities with utmost professionalism and adherence to best practices, creating an inclusive and engaging environment.
- Coordinate and facilitate activities that empower individuals affected by dementia, their families, and carers, enabling them to maintain independence and actively participate in their communities.
- Play an essential role in our duty rota, triaging new referrals to our services and ensuring timely support for those in need.
- Contribute to the overall growth and development of skills within our organisation, fostering a culture of continuous improvement and learning.

### **The Day-to-Day:**

#### **1. Customer Responsibilities:**

- To support the work of Town Break in Forth Valley by providing exemplary social support.
- To respond to enquiries from people affected by dementia, referrers and other stakeholders within the organisations response time, highlighting issues, or concerns to senior staff.
- Welcome new customer enquiries and initially discuss Town Break support.
- To participate in a duty rota for services.
- 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.

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- Regularly review needs.
- To liaise with all relevant stakeholders – GPs, staff, family, community networks to ensure a coordinated and personalised approach to support.

### **2. 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 suggestions.
- Deliver activities as agreed with senior staff, providing cover for 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.

### **3. 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 attendees 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 senior staff to ensure quality systems are upheld, monitored, and reviewed.

### **4. 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.

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### **5. Team Member Responsibilities**

- With group attendees, carers, families, fellow coordinators and volunteers develop and maintain effective user involvement and feedback on the service as developed within the team.
- Represent the organisation externally as appropriate.
- To work flexibly to support other services as needed.
- To participate in monthly team meetings, attending prepared to discuss support, case management and other service/work issues.
- To participate in personal development reviews and engage in training/development activities.

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### Person Specification

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#### 1. Education & Training

Essential:

- None

Desirable:

- Knowledge of Cognitive Stimulation Therapy or other dementia training

#### 2. Experience

Essential:

- None

Desirable:

- An understanding of the Voluntary Sector, NHS, Public Health or Social Care
- 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

#### 3. Skills

Essential:

- Full UK Driving License and access to a car for work
- Effective team working
- Self-motivated and able to prioritise workload
- Ability to problem solve and use own initiative, making basic decisions without supervision
- General report/ letter writing skills

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Desirable:

- IT skills including Word, Outlook, PowerPoint and Excel
- Electronic record keeping
- Networking skills

### 4. Competencies

- **Open 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 solution; 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 understood.
- **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 organisation's aims and objectives. Understands policies and procedures and uses them effectively.
- **Personal responsibility** – takes ownership of own actions and accepts the consequences that come from them and understands how their actions can impact others. Acts with a 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.

### 5. Behaviours

- We will treat the people with whom we come into contact 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

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- 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

### **6. Other**

- Flexibility to work across Forth Valley.
- Adaptable to the evolving needs of the people with lived experience of dementia and the services that Town Break delivers.

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