

**[Service Coordinator Job Description]**

Job Title: Service Coordinator
Hours of Work: Part Time 21 Hours. (Days subject to service requirements)
Duration: One Year with Extension Subject to Funding
Probation: Three Months
Reporting to: Team Leader
Salary: £22,577 (pro-rata) with 5% increase after probation.
Annual Leave: 35 days per annum (pro-rata)
Head Office: 1 Springkerse Road, Stirling, FK7 7SN, with regular travel throughout Forth Valley

Benefits:

1. Seven weeks annual leave (pro-rata)
2. Flexible working (by arrangement with line manager)
3. Closed at Christmas and New Year
4. Pension
5. Absence Policy
6. Mileage allowance

About Town Break Dementia Support

At Town Break, we are committed to creating an inclusive and diverse workplace. We welcome applications from individuals of all backgrounds, experiences, and perspectives. Whether you are a professional, a student, or considering a career change, we encourage you to apply.

Our organisation values personal growth and development, providing opportunities for individuals to gain practical experience and develop their skills while supporting meaningful work.

Town Break is dedicated to empowering individuals across Forth Valley to live well with dementia. Our approach is highly personalised and holistic, focusing on the physical, emotional, and spiritual well-being of people living with dementia and their care partners. We pride ourselves on being innovative, vibrant, and resourceful, working closely with healthcare professionals and partners to ensure efficient and timely support. Our commitment to proactive and responsive care drives us to adapt continuously to the evolving dementia landscape.

Read more here: www.townbreak.org/about

Our mission is to inspire and enable people across Forth Valley to live well with dementia.

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

Registered Scottish Charity No. SC020526
(A Scottish Charitable Incorporated Organisation)
Registered Office: 1 Springkerse Road, Stirling, FK7 7SN.



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Role Overview

As a Service Coordinator, you will play a pivotal role in enhancing and coordinating the Town Break at Home service, along with various other groups and services we offer in the Forth Valley region. This role is fully funded by the Falkirk Health and Social Care Dementia Innovation Fund. Your primary responsibility will be ensuring the seamless operation and organisation of these initiatives, directly impacting the lives of those affected by dementia and their care partners.

Service Focus

The Town Break at Home service operates Monday to Friday in the Falkirk council area from 10 am to 4 pm, providing personalised support for individuals living with dementia. This service includes two-hour in-home support sessions or social outings, tailored to individual needs and preferences. Initial assessments will determine the frequency of visits, typically set at twice per week. The focus is on one-to-one activities that enhance well-being through engaging experiences based on each person's strengths and interests. The service also promotes social connections by facilitating outings and group activities, helping individuals remain active in their community and reducing isolation.

Post Purpose:

- Join our dynamic Town Break team and contribute to our impactful work across Forth Valley.
- Empower individuals living with dementia and their carers by providing them with essential support and strategies.
- Offer invaluable advice and guidance to those affected by dementia and their carers, directing them to relevant internal and external resources.
- Act as a dedicated key worker, overseeing a caseload of individuals participating in groups and activities, coordinating the support they receive and collaborating with other agencies when necessary.
- Organise and facilitate inclusive and engaging groups and activities, adhering to best practices, to empower individuals affected by dementia, their families, and carers, enabling them to maintain independence and active participation in their communities.
- Play a vital 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.

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Key Responsibilities

- **Empowerment and Support:** Offer essential support and strategies to individuals living with dementia and their carers.
- **Guidance and Advice:** Provide invaluable advice and direction, connecting individuals to relevant internal and external resources.
- **Caseload Management:** Managing a caseload of individuals, coordinating their support, and collaborating with other agencies as needed.
- **Activity Coordination:** Organise and facilitate engaging and inclusive groups and activities, ensuring they meet best practice standards.
- **Referral Management:** Participate in the duty rota, triaging new referrals and ensuring timely support.
- **Continuous Improvement:** Contribute to the growth and development of organisational skills, fostering a culture of continuous improvement and learning.

The Day-to-Day

1. Responsibilities:

- Provide exemplary social support to support the work of Town Break in Forth Valley.
- Respond to enquiries from people affected by dementia, referrers, and other stakeholders, highlighting issues or concerns to senior staff.
- Welcome new customer enquiries, discuss Town Break support, and provide initial information.
- Participate in a duty rota for services.
- Coordinate the support of a caseload of customers, working towards agreed support goals through guided conversations, and signposting to other internal and external services as appropriate.
- Ensure new referrals receive a service pack upon introduction to Town Break and direct them to other services as needed.
- Provide group support and 1-2-1 for people affected by dementia and their carers, facilitating access to activities and communities, and offering emotional support.
- Regularly review customer needs.
- Liaise with relevant stakeholders, such as GPs, staff, family, and community networks, to ensure coordinated and personalised support.

2. Coordinating and Facilitating Activities:

- Provide support to the Town Break team in administering activities for people affected by dementia and their carers.
- Maintain accurate attendance records in line with GDPR and internal database requirements.
- Ensure availability of suitable venues for activities and maintain an equitable activities schedule, conducting venue risk assessments as necessary.
- Review satisfaction with people, groups and activities, identifying opportunities for development and improvement.

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- Deliver activities as agreed with senior staff, providing cover when needed.
- Recruit, supervise and support volunteers, ensuring scheduled activities are delivered in line with Town Break's values.

3. Compliance Responsibilities:

- Work in accordance with Town Break's Policies and Procedures, particularly regarding data protection and confidentiality.
- Monitor health and safety compliance of volunteers and attendees, reporting any issues or deviations from best practices to senior staff.
- Ensure observance and implementation of Town Break's Equal Opportunities policies, principles, and practices throughout service delivery.
- Collaborate with senior staff to uphold and review quality systems.

4. Service Responsibilities:

- Uphold and demonstrate the values and behaviours of Town Break, acting as a role model.
- Provide accurate and timely management information as requested.
- Ensure effective networking and liaison with other agencies, participating in relevant meetings and representing Town Break's values and policies.

5. Team Member Responsibilities:

- Develop and maintain effective user involvement and feedback with group attendees, carers, families, fellow coordinators and volunteers.
- Represent the organisation externally as appropriate.
- Be flexible to support other services as needed.
- Participate in monthly team meetings, actively contributing to discussions on support, case management and other service/work issues.
- Engage in personal development reviews and training/development activities.

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Induction and Probation

Our induction process is designed to ensure a smooth transition into your role. You will be paired with a buddy who will guide you through the Town Break process, services, and procedures. The probation period includes a structured three-month plan with monthly reflection meetings with your line manager to support your development and integration into the team.

Person Specification

At Town Break, we are committed to creating an inclusive and diverse workplace. We welcome applications from individuals of all backgrounds, experiences, and perspectives. Whether you are a professional, a student, or considering a career change, we encourage you to apply.

Our organisation values personal growth and development, providing opportunities for individuals to gain practical experience and develop their skills while supporting meaningful work.

Education & Training:

- **Essential:** None.
- **Desirable:** Knowledge of dementia-related challenges, difficulties or any training.

Experience:

- **Essential:** Understanding of dementia.
- **Desirable:**
 - 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.
 - Understanding of activities specifically for people with dementia
 - Understanding of providing person-centred care.
 - Understanding of current issues relating to people with dementia and their families and carers.

Skills:

- **Essential:**
 - Full UK Driving Licence 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.
- **Desirable:**
 - IT skills including Word, Outlook, PowerPoint, and Excel.
 - Electronic record keeping.
 - Networking skills.

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Competencies:

- **Open to Change:** Recognises and responds to the need for change to improve organisational performance.
- **Team Working:** Committed team member who 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.
- **Problem-Solving:** Gathers relevant information to work through problem details and reach logical solutions, considering the impact on others and the organisation.
- **Communication Skills:** Communicates ideas and information effectively, both verbally and in writing, adapting the style to the audience. Actively listens and confirms information is received and understood.
- **Organisational Awareness:** Takes an interest in the organisation beyond their role, focusing efforts and responsibilities to support the organisation's aims and objectives. Understands and effectively uses policies and procedures.
- **Personal Responsibility:** Takes ownership of own actions, accepts consequences, and understands the impact on others. Acts with integrity.
- **Planning & Organisation:** Plans and organises resources efficiently and effectively to achieve organisational goals.
- **Focus:** Understands the requirements and needs of people living with/affected by dementia, making efforts to satisfy their needs and exceed expectations.

Behaviours:

- Treats people encountered during work fairly and with respect.
- Listens to others, communicates honestly and openly within the organisation and with stakeholders.
- Leads by example.
- Sets and communicates clear direction, empowering others to take responsibility and deliver results.
- Committed to continuous improvement.
- Collaborates across the organisation to meet objectives and achieve better results.
- Prioritises organisational objectives over personal work objectives.

Other:

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

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Town Break's Values

Our purpose, vision, and values underpin everything that we do at Town Break. They define us and set the tone for the way we work.

Our Mission:

To inspire and enable people across Forth Valley to live well with dementia.

Our Purpose:

To provide a highly personal and holistic approach that places the physical, emotional, and spiritual well-being of people living with dementia and their unpaid carers at our heart. This means that we can achieve something special.

Our Vision:

To draw on our 30 years of experience, working together to create lasting positive impact to make it possible for people to live well with dementia.

Our Values:

- **Bold:** We are brave and courageous, challenging stigma and looking for better ways to make a difference. We embrace change and are innovative.
- **Expert:** We learn from each other and are open to new ideas, continually striving to develop our knowledge and skills to deliver high-quality services.
- **Ambitious:** We strive to be the best we can be, going the extra mile to make a positive difference in the lives of people living with dementia.
- **Together:** We value diversity and work collaboratively, ensuring everyone's voice is heard and treated with respect. We care about each other and take pride in our work.

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