

Job Description

Job Title:	Client Services Co-ordinator
Location:	Home Based Opportunity to work from any Cruse Scotland office if preferred on either a regular or ad hoc basis. Requirement for monthly in person support and supervision – location by mutual agreement. Occasional travel throughout Scotland as required for staff team days and events
Reporting to:	Director of Client Services
Hours:	Full Time (35 hours per week)
Salary:	£23,600 per annum plus 6% contribution to pension-to be updated

Purpose and Aim of the Role:

The role of the Client Services Co-ordinator is to support and improve client services across Cruse Scotland. The post-holder will work closely with the Director of Client Services; our 4 geographical area teams; and our helpline team. Key functions of the role will include:

- ongoing co-ordination of client waiting lists
- talking with bereaved clients and referrers to advise of all options available, to include services available from partner organisations
- data management and input
- supporting the implementation of changes, where new processes are identified to create efficiencies and improvements across the organisation in client services

Key Functions and Responsibilities:

Waiting list Co-ordination

- Support area teams through the co-ordination of waiting lists for all client service streams
- Proactively respond to waiting list trigger points, liaising with Director of Client Services, to agree action plan and take forward with area team colleagues
- Update waiting list information internally and publicly on weekly basis
- Record waiting list statistics and comparative statistics to demonstrate waiting times and trends

Triage Function

- Ensure clients are aware of all service options to them within Cruse Scotland and from trusted partner agencies
- Identify clients who may not be best suited for Cruse Scotland support at earliest stage to ensure people are directed to the correct support service and relieving waiting list pressures
- Liaise with clients and/or referrers (NHS, Social Work, Education) to discuss options available, ensuring clients receive most appropriate service for their needs
- Link with Helpline and GriefChat colleagues to link clients with immediate support where required
- Support collation of key evaluation data within triage and other client services

Liaison Role

- Meet regularly with colleagues in area teams and helpline teams to ensure a consistent approach across services
- Establish and maintain effective relationships with local and partner agencies, and on occasion, deputise to represent Cruse Scotland at partnership meetings

Other

- Provide cover for Area Co-ordinator colleagues during periods of annual leave and sickness absence
- Support client services team in the use of new tech to support improvements
- Attend online fortnightly full-staff team meeting
- Provide administrative support to Director of Client Services as required
- Support the Director of Client Services in the delivery of objectives in line with the Cruse Scotland strategy and implementation plan.
- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.
- Any other duty as reasonably required by the Director of Client Services, commensurate with the post this may include duties for which the post holder has the necessary experience and/or training.

CONTACTS/LIAISON:

Internal:

- Frequent: Director of Client Services; Area Managers and Area Co-ordinators; Helpline Manager and Helpline Co-ordinator Team
- Occasional: Chief Executive; Communication Team; Office Manager; Fundraising Managers; Volunteer Development Manager; Training colleagues

External:

- Frequent: Clients across Scotland; Referrers across Scotland; Contacts within partner agencies
- Occasional: Database support team; Grief chat team; IT support team

Person Specification and Profile

Skills and Qualities	Essential	Desirable
High level skills across Microsoft Office and Outlook	✓	
Confidence to embrace new tech and support others in its use	✓	
Excellent organisational skills	✓	
Competent report writing skills		✓
Excellent communication skills with the ability to adapt those to suit particular situations	✓	
Excellent interpersonal skills showing warmth and understanding	✓	
Ability to problem solve	✓	
Ability to effectively manage time and priorities workload		✓
Ability to meet deadlines	✓	
Excellent listening skills	✓	
Experience		
Experience of working in an office environment		✓
Experience or knowledge of counselling work		✓
Experience of data entry and database management		✓
Experience of dealing with upset/distressed/angry people	✓	
Experience of working with vulnerable people	✓	
Qualifications		
Educated to Higher level or equivalent		✓
Personal Qualities		
Of a calm disposition	✓	
Approachable	✓	
Team player	✓	
Able to use own initiative	✓	
Self-motivated	✓	
Ambassadorial		✓
Punctual	✓	
Trustworthy	✓	
Confidential	✓	