

JOB DESCRIPTION

**Post: Client Development Co-ordinator**

**Location: AMH – New Horizons Antrim**

**Responsible to: Service Manager**

**Accountable to: Head of Operations**

**Role:** The overall purpose of the post is to effectively co-ordinate the assessment, planning and delivery of service opportunities to support the recovery of individuals with mental health needs with a view to:

* Meeting the mental health needs and enhancing the development and quality of life of our clients
* Creating opportunities for progression towards independence and employment
* Addressing changing needs and opportunities
* Promoting positive mental health and social inclusion
* Encouraging a culture of life long learning and equality of opportunity
* Securing achievements and positive outcomes for clients

**Key Result Areas:-**

* Client Recruitment and Development
* Co-ordination and Facilitation of Client Programmes
* Quality Assuring Service Delivery
* Health and Safety
* Personal Training, Development and Practice
* Operational Targets

Key Result Area 1: Client Recruitment and Development

* To take the lead role in AMH’s induction and assessment programme
* To provide or source externally, appropriate advice, guidance and support for clients on mental health related issues
* As part of the client training and development process to:
* Ensure that action plans are drawn up that adequately reflect the individual client’s training needs
* Ensure that action plans are reviewed on a regular basis and that all action points are implemented by agreed dates
* Be proactive in implementing the AMH client exit strategy policy
* To be proactive in maximising networking relationships with other local agencies and professionals with the aim of strengthening and extending client development and recruitment opportunities

Key Result Area 2: Co-ordination and Facilitation of Client Programmes

* To lead/support the sourcing and co-ordination of appropriate vocational training, personal development and health & well–being programmes that address the identified training and development needs of individuals
* To deliver appropriate training on a group or individual basis as agreed with the Service Manager
* To support the monitoring of training programmes subcontracted to other providers/partner organisations and ensure their compliance with AMH guidelines
* To ensure that all training provided, whether delivered internally or externally:
* Matches the services’ operational and budgetary requirements.
* Provides value for money and meets the guidelines agreed with the relevant funding agencies.
* Is evaluated and where possible is delivered at a level that will provide clients with a recognised accreditation outcome.

Key Result Area 3: Quality Assuring Service Delivery

* To ensure that all client information is maintained and held in accordance with AMH policies and procedures
* To satisfy all contractual requirements as directed by stakeholders and funding bodies in relation to service delivery
  + To ensure adherence to the organisation’s policy on the Management and Handling of Client Complaints
* To ensure adherence to relevant organisational and legislative requirements
* To support quality improvement systems including Investors in People, Customer Service Excellence Award.

Key Result Area 4: Health & Safety

* To ensure that all aspects of legislative and organisational Health & Safety standards and requirements are maintained
* To ensure that, where any risk has been identified in relation to new or existing clients, a full risk assessment is carried out and appropriate follow up action is taken.

Key Result Area 5: Personal Training, Development and Practice

* To take part in supervision, appraisal and training as identified through AMH’s Staff Learning and Development Processes
* To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
* To adhere to AMH’s set of Core Values and Corporate Behaviours

Key Result Area 6: Operational Targets

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Support the realisation of annual operational targets in respect of:

* Client occupancy and attendance
* Training and development outcomes
* Positive outcomes for leavers
* Income generation, where appropriate

In addition to the above duties the post holder with be expected to be flexible in discharging these duties and any other additional tasks as may be reasonably assigned according to the changing priorities of the company.

 

This post is part funded by the European Social Fund and Department for Economy

PERSONNEL SPECIFICATION

**CLIENT DEVELOPMENT CO-ORDINATOR – ANTRIM**

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| **REF** | **AREA** | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** |
| 1 | **EDUCATION/ PROFESSIONAL QUALIFICATIONS** |  |  |
|  | Educated to QCF level 2 or equivalent (including Maths and English grades A\*-C) | **✓** |  |
|  | Educated to A Level/NVQ Level 3 or equivalent | **✓** |  |
|  | A relevant degree/or professional qualification in Nursing (Mental Health) or other health related discipline |  | **✓** |
| 2.0 | **EXPERIENCE** |  |  |
|  | Previous paid experience of working in a mental health or other disability/special needs setting within the voluntary or statutory sectors | **✓** |  |
|  | Experience in developing and extending relevant networking opportunities | **✓** |  |
|  | Experience of having undertaken client focused needs based assessment, programme planning, development and delivery | **✓** |  |
|  | Experience of having developed and/or delivered innovative health promotion initiatives | **✓** |  |
|  | Experience of delivering training in a group setting |  | **✓** |
| **3** | **COMPETENCIES** |  |  |
|  | Able to demonstrate excellent communication, written and presentation skills | **✓** |  |
|  | Proven ability to effectively support and work as a member of a team | **✓** |  |
|  | Able to demonstrate a working knowledge and experience of basic computer software | **✓** |  |
|  | Proven ability to deliver business results | **✓** |  |
|  | Strong commitment to quality assurance, continuous improvement and the delivery of best practice | **✓** |  |
|  | Able to demonstrate flexibility, self-motivation, confidence and ability to use initiative | **✓** |  |
|  | Knowledge of child protection and/or vulnerable adults legislation and best practice |  | **✓** |
|  | Able to demonstrate a working knowledge and experience of computerised database systems | **✓** |  |
| **4** | **VALUES & BEHAVIOURS** |  |  |
| **\*** | Ability to demonstrate alignment with AMH’s core values and organisational behaviours. | **✓** |  |
| **5** | **ADDITIONAL** |  |  |
|  | Current full driving licence, valid in the UK and access to a car on appointment or access to a form of transport which will permit them to carry out the duties and requirements of the post in full | **✓** |  |
|  | The successful candidate will be required to undergo an Enhanced Disclosure check via the AccessNI Service before commencement of employment | **✓** |  |
| **6** | **OTHER INFORMATION** |  | |
|  | A mileage allowance is payable for the use of a private vehicle on company business. |  | |
| **7** | **SALARY SCALE** |  | |
|  | Salary scale range E points 1 £23,500 to 5 £26,000 per annum. Candidates will normally be appointed at the start of the pay scale |  | |
| **8** | **HOURS OF WORK** |  | |
|  | 35 hours per week, 5 days  Monday to Thursday - 8.30am to 4.30pm  Friday 8.30am – 3.15pm |  | |

**NOTE:** Not all of the above criteria will be assessed at the application/short listing stage

**\*\* A copy of AMH’s Core Values and Behaviours is attached for your information.**