



**Post of**

# **Service Co-ordinator**

**(readvertisement)**

**Job Specification & Job Description**  
**Including Eligibility Criteria and Appointment Notes**

**Job Ref:** SC-10/24

[incredABLE](#) | 162 Portadown Road, Richhill, Co. Armagh [BT61 9LJ](#)  
028 3887 2111 | [info@incredible.org.uk](mailto:info@incredible.org.uk) | [facebook](#) | [twitter](#) | [linkedin](#)

Company Limited by Guarantee, NI62968. Registered with The Charity Commission for Northern Ireland, NIC101118

**Job Title** – Service Co-ordinator

**Location** – Richhill

**Reporting to** – Operations Manager

**Contract:** Permanent/Full time: 37.5 hrs per week

**Salary** - £25,966 per annum

## **INTRODUCTION**

Completed application forms must clearly demonstrate the qualifications, experience and skills sought, and must be returned to incredABLE before 4pm on **Thursday 12<sup>th</sup>**

**December 2024.**

CV's or other supplementary material will not be accepted in place of, or in addition to, completed application forms.

It is anticipated that interviews will be held w/c Monday 16<sup>th</sup> December 2024.

## **Organisation Overview**

People living with a learning/intellectual disability and/or autism often experience boundaries with life opportunities.

We work to change that.

Through social, recreational, and skills-based experiences, incredABLE creates opportunities for incredABLE people to feel empowered to make choices, discover talents, realise passions, and build a meaningful life within a supportive community where they can thrive.

We want to inspire families, empower individuals, and include communities across the Southern Health and Social Care Trust area via greater choice and opportunity for engagement.

## **Purpose of role**

incredABLE is seeking a dedicated and skilled Service Coordinator to join our team. This role is highly collaborative and involves working concurrently alongside Operation Managers to ensure the efficient administration of both contracted services (e.g., ASB, YEP, POP) and non-contracted services (e.g., BIG).

This is a very interactive role where excellent communication skills are essential. The ideal candidate will have a background in the disability support sector and demonstrate the essential abilities to interact effectively with people with disabilities.

The primary responsibilities of this role involve ensuring the smooth and efficient operation of services, encompassing the effective processing of referrals to the seamless execution of service delivery. The successful candidate will work closely with both new and existing staff members to promote and uphold best practices in all aspects of their work. The candidate will engage with participants, their families, and professionals in a multidisciplinary setting, necessitating exceptional communication and organisational

skills to ensure the accurate and professional management and documentation of these interactions.

The successful candidate must demonstrate creativity and meticulous attention to detail. Strong organisational skills are essential, along with the capacity to work independently. Additionally, the candidate should be able to effectively collaborate as part of the dynamic and enthusiastic incredABLE team.

### **Role Specific duties -**

#### **1. Facilitation of Non-Contracted Services**

- Gather data from monitoring expressions of interest and referrals from social workers (monitoring and providing feedback to Operations Managers).
- Process referral and registration forms received from various sources, including social workers, healthcare providers, and other agencies.
- Manage database entry based on referral forms, registration forms, care plans, care assessments and risk assessments.
- Act as liaison between the organisation and trust, social workers, Trust's finance department to establish status of self-directed support in relation to allocation of service.
- Conduct in-person home visits in collaboration with social worker to assess participant needs. Interface directly with participant/families, social workers to gather relevant information.
- Introduce support workers to participant/families, facilitate smooth transition and rapport building.
- Collaborate closely with operations manager to ensure alignment with service provision goals and participant needs.
- Conduct reviews of service allocation to ensure alignment with participant needs and applicability of placement.
- Along with operations manager, report data to Head of Operations for future strategic planning - participant numbers, waiting list numbers, placement opportunities.
- Facilitate constructive collaboration between operation managers and social workers regarding placement options leading to improved service provision and outcomes.
- Support non-contracted service performance by observing staff and assisting in the development and implementation of best practices in service delivery.

#### **2. Facilitation of Contracted Services**

- Collaborate with the respite coordinator in the Trust to ensure accurate and timely receipt of participant information for contracted services.
- Oversee the schedule for Adult Short Breaks, YEP, POP and any other contracted services, ensuring open lines of communication with participants confirming attendance.
- Manage database entry based on referral forms, registration forms, care plans, care assessments and risk assessments.

- Schedule and book a variety of activities and events for contracted services.
- Maintain and monitor a calendar for events, ensuring all activities are organised efficiently.
- Liaise with external organisations to plan and organise activities effectively, ensuring seamless execution of events.
- Work with the operations manager to ensure all contracted services are fully staffed. Ensure staff members are informed of their schedules in a timely and appropriate manner.
- Support contracted service performance by observing staff and assisting in the development and implementation of best practices in service delivery.

### **3. Recruitment**

- Collaborate with the service operations manager to produce a monthly report detailing the number of participants, staff, and any identified gaps in service provision.
- Assist the operations manager in short listing candidates for support and project worker roles.
- Assist the operations manager with conducting interviews with shortlisted candidates.

### **4. People Management**

- Induct newly recruited staff - provide orientation to the organization, policies, and procedures.
- Assist the operations manager in developing and managing staff schedules.
- Assist the operations manager in delivering training sessions for new and existing staff.
- Revise and implement incredABLE's standard operating procedures and ensure proper communication and training for staff members.
- Assist operation managers to establish performance management processes, including regular supervision and performance appraisals.
- Monitor performance metrics and provide feedback to staff to facilitate their professional growth and development.

### **5. Volunteer co-ordination**

- Recruit and onboard volunteers, ensuring they are well-prepared through training and orientation.
- Manage and support volunteers by addressing concerns and aligning their roles with their skills and interests.
- Coordinate volunteer schedules and activities, ensuring adequate coverage for events and projects.
- Monitor and track volunteer performance, maintaining records of their contributions for reports and recognition.
- Engage and retain volunteers by fostering a positive culture, organising recognition programmes, and team-building events.

### **6. Training and Development**

- Oversee a comprehensive training matrix outlining training requirements for different roles and levels within the organisation.

- Assist the operations manager to identify training needs through performance evaluations and skills assessments.
- Work closely with the operations manager to coordinate and deliver training programs and initiatives, including both internal and external training opportunities.

## 7. General

- Work in a manner that protects sensitive information - The post holder will often be privy to confidential information.
- Ensure all duties and responsibilities are carried out in compliance with GDPR, Safeguarding and Health and Safety policies, quality, and statutory regulations.
- Ensure all duties and responsibilities are carried out in a manner consistent with incredABLE's policies and procedures, enhancing the organisation's reputation.
- Participate in training opportunities which are appropriate for the role in which you are employed.
- Work flexibly to meet the needs of the organisation.

The above duties and responsibilities do not encompass the full range of tasks that may be required of the post-holder. These tasks may vary from time to time without altering the nature of the position or the level of responsibility; this flexibility is reflected in the salary level.

## PERSONNEL SPECIFICATION

### Eligibility Criteria

Criteria	E or D *	S or I **
<b>Experience/Qualifications/Knowledge</b>		
Relevant qualification in Health and Social Care	<b>E</b>	<b>S &amp; I</b>
Relevant qualification to the role e.g. ILM	<b>D</b>	<b>S</b>
1 years' experience in working with marginalised groups in a health and social care environment or community and voluntary sector organisation	<b>E</b>	<b>S &amp; I</b>
Experience co-ordinating services for people with a learning/ intellectual disability and/or autism or equivalent	<b>D</b>	<b>S &amp; I</b>
Experience of developing risk assessments, recording and investigation incidents, accidents and near misses	<b>D</b>	<b>S &amp; I</b>
<b>Skills and Abilities</b>		
Good service orientation and time management skills	<b>E</b>	<b>S &amp; I</b>

Strong interpersonal and communication skills, with the ability to build effective relationships with service users and colleagues	<b>E</b>	<b>S &amp; I</b>
Ability to develop and maintain sound relationships with colleagues, clients and key individuals in external agencies	<b>E</b>	<b>S &amp; I</b>
Ability to plan and co-ordinate activities	<b>E</b>	<b>S &amp; I</b>
Demonstrated ability to work collaboratively in a team-oriented environment	<b>E</b>	<b>S &amp; I</b>
Competent IT skills with working knowledge of MS Office products	<b>E</b>	<b>S &amp; I</b>
Ability to manage and motivate staff to deliver excellent performance	<b>E</b>	<b>S &amp; I</b>
<b>Requirements: Personal Qualities/Circumstances</b>		
Ability to work flexible, unsociable hours including evenings, weekends and to travel throughout Northern Ireland at times demanded by the job	<b>E</b>	<b>S &amp; I</b>
Committed to promoting equality of opportunity, particularly sensitive to the needs of people with disabilities	<b>E</b>	<b>I</b>
Problem-solving and flexible approach to duties including in resolving customer service issues	<b>E</b>	<b>S &amp; I</b>
Be self-motivated, reliable and committed	<b>E</b>	<b>S &amp; I</b>
***Clean full car driving licence that you have held for at least two years on aggregate, and you are aged over 21 years (for insurance purposes)	<b>E</b>	<b>S &amp; I</b>
***Access to a car or access to an alternative form of transport to meet the travel requirements of the job	<b>E</b>	<b>S &amp; I</b>
The successful candidate will be required to undergo an enhanced check via the Access (NI) Service before commencement of employment	<b>E</b>	<b>I</b>
Experience driving a minibus	<b>D</b>	<b>I</b>
<p><b>*E</b> = essential criteria <b>D</b> = desirable criteria  <b>**S</b> = shortlisting criteria <b>I</b> = interview criteria</p> <p><b>***</b> = Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.</p>		

### Short listing Criteria

Short listing will be conducted in respect of the Essential Criteria but in the case of many applicants, we reserve the right to enhance the short-listing criteria to include the Desirable attributes.

Proposed interview dates w/c **Monday 16<sup>th</sup> December 2024**

**Please Note:**

Only those applicants, who appear, from the available information as provided in a returned application form, to be most suitable, in terms of relevant skills, experience and ability will be invited to interview. It is therefore essential that you fully describe in the application form how you meet the experience and qualities sought. It is not appropriate simply to list the various posts that you have held. Assumptions will not be made from the title of posting(s) as to the skills and experience you may or may not have gained. Applications that do not provide the necessary detailed information in relation to each of the stated criteria will be rejected.

**APPOINTMENT NOTES**

- 1.1** The appointment will be to incredABLE. All appointments are subject to the satisfactory completion of a 6-month probationary period.
- 1.2** The successful candidate will start at the salary of £25,966 per annum based on 37.5 hours per week.
- 1.3** Annual leave entitlement is 28 days per annum (pro-rata), inclusive of statutory holidays, increasing to 31 days following the successful completion of the probationary period, and rising further to a maximum of 35 days with length of service.
- 1.4** The working week is 37.5 hours excluding meal breaks. However, as part of the normal contract of employment, appointees may be occasionally required to work variable hours, which will mean working into late evenings, at weekends or on Public Holidays.
- 1.5** The successful candidate will be given suitable training, including on-the-job training and formal specialised courses as necessary. Financial assistance with approved studies may be available.

**GENERAL INFORMATION**

incredABLE is committed to equality of opportunity in employment and welcomes applications from all suitably qualified candidates irrespective of religious belief, gender, disability, race, political opinion, age, marital status, sexual orientation or whether they have dependents. All applications for employment will be considered based on merit. To demonstrate our commitment to equality in employment we need to monitor the community background of all employees and job applicants as required by The Fair Employment and Treatment (NI) Order 1998. Therefore, we require all job applicants to complete and return a Monitoring Questionnaire in a sealed envelope, (provided for this purpose). Personnel involved in either the short-listing or interview selection processes will not see its contents. If you do not complete this questionnaire and return it with your completed and signed Application Form, we will not be able to process your application to the next stage of selection.

A detailed Contract of Employment will be issued to the successful candidate within 8 weeks from the date of commencing work.

**THIS CORRESPONDENCE SHOULD NOT BE TAKEN AS CONSTITUTING THE PROPER TERMS AND CONDITIONS OF EMPLOYMENT FOR THIS POST.**