



## Job Description:

**Job Title:** Assistant Co-ordinator, Home Support Services

**Reporting to:**  
Home Support Services Co-ordinator

**Hours:** 15 per week  
**Salary Band:** Band B

### **Purpose of the Role:**

To assist in the running of the Home Help and additional support services in accordance with policies and quality standards.

This role will provide individually tailored, high-quality support making sure that the most vulnerable in our communities are able to maintain and maximise their independence, health and wellbeing.

Post-holders must display a service-orientated outlook and attitude - with a genuine desire to go the 'extra mile' for clients.

This role will be both office and home based and require flexibility and a willingness to travel within the area of service and to other locations if required.

### **Main Duties:**

- To assist with the day to day operation of the scheme
- To work in a flexible way to support the individual needs of the client
- To maintain accurate and timely records, using the service database
- To be a primary point of contact for information on Home Support Services, providing advice to clients and professionals
- To arrange and undertake client assessment and reassessment visits
- To assist with the recruitment and interviewing of Home Helps
- To assist with increasing the client base by promoting the service widely
- To ensure promotional materials are kept up to date and displayed both internally and externally
- To work with both client and Home Helps, ensuring continuity of service

- To signpost our clients to the appropriate services if the support they require is outside of our remit.
- To provide client feedback and data to the service coordinator or manager as required
- To maintain a system of operation, messaging and filing which prevents confidential information being divulged to any third party without express permission, unless a safeguarding issue which would be discussed with the coordinator and or Service Manager
- To ensure personnel, client and service information is kept safely, and adhering to Data Protection law, ensuring confidentiality at all times.
- To follow and work to all policies of Community First
- To undertake any other duties as required



## Person Specification

Criteria		Essential	Desirable
<b>Personal Qualities &amp; Attributes</b> -	Ability to communicate effectively with clients and their families, Home Help and professional agencies and to understand their needs. Empathy and a good understanding of the issues faced by clients e.g. older and vulnerable people.	✓	
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
	Ability to identify risk and assess/manage risk when working with individuals and a clear understanding of when it is appropriate or necessary to refer clients back to other health professionals/agencies, when what the person needs is beyond the scope of the Home Support Service	✓	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	✓	
	Demonstrates personal accountability, emotional resilience and works well under pressure	✓	
	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines in a busy and changing environment	✓	
	High level of written and oral communication skills	✓	
	Ability to work flexibly and enthusiastically within a team or on own initiative	✓	
	Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, and health and safety	✓	
	Demonstrable commitment to professional and personal development	✓	
	<b>Experience</b>		
	Experience of data collection and providing monitoring information to assess the impact of services		✓
	A demonstrable and genuine interest in people and their welfare and an ability to deliver services that provide practical support for clients.	✓	
	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
<b>Other</b>	Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions	✓	

	Willingness to work flexible hours when required to meet work demands	✓	
	Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	✓	