



Job Description:

Job Title: Mend & Tend Co-ordinator, Home Support Services

Reporting to: Home Support Services Manager

Hours: 6 hours per week

Location: Gosport

Salary Band: Band B - £13.01-£13.53 depending on experience

Purpose of the Role:

To run the Mend & Tend service 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.

Main Duties:

- To Coordinate 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 Mend & Tend Services, providing advice to clients and professionals
- To recruitment and interviewing of Mend & Tend workers
- To assist with increasing the client base by promoting the service widely



- To work with both client and workers, 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 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 Service Manager
- To ensure personnel, client and service information is kept safely, and adhering to Data Protection law, ensuring confidentiality at all times.
- To support the service manager to provide the finance office with relevant information regarding client membership fees.
- To follow and work to all policies of Community First
- To undertake any other duties as required

Clauses Common to All Community First Job Descriptions

- To promote Community First's Equality, Diversity & Inclusion policy.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.

Person Specification

Criteria

Personal Qualities & Attributes

- Ability to communicate effectively with clients and their families, workers 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

Experience

- 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/excel processing skills, emails and the internet to create simple plans and reports

Other

- 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

