

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Children Young People and Education

DIVISION: Childrens Social Care

JOB TITLE: **Senior Service Coordinator**

ROLE PROFILE

Job Title:	Senior Service Coordinator
Directorate:	Children Young People and Education
Division:	Childrens Social Care
Grade:	Grade 9
Hours (per week):	36
Reports to:	Service Leader
Responsible for:	<p>The postholder will have direct line management responsibility for up to 7 staff members and will contribute to the induction and training of new staff in the service.</p>
Role Purpose and Role Dimensions:	<p>The senior service coordinator role will support the service leader in the delivery of a consistent support service across the practice system to embed an agile and flexible response to meeting service need.</p> <p>The role will directly line manage service coordinators alongside the direct delivery of high-quality support to practitioners, social workers and managers including administrative, clerical and ICT support.</p> <p>The role will build supportive and collaborative ways of working with colleagues across the practice system.</p> <p>The role will support the effective deployment of service coordinators and be responsible for the day-to-day oversight and management of service coordinator activity.</p> <p>The role will ensure that processes, systems, and governance arrangements are adhered to.</p> <p>The role will support the development and improvement of the service and assist with implementing improvement plans as required whilst identifying any risk to service delivery.</p> <p>The role will provide guidance and support to service coordinators, practitioners, and managers.</p>

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Health Services
- Early Years
- Commissioned Services
- Community, Voluntary Sector and Faith Groups
- Schools
- Children, Young People, and their Families
- Police
- Contractors / Suppliers
- Other Local Authorities

Key Internal Contacts:

- Early Help & Children's Social Care Workforce
- Housing
- Family Justice Centre
- Youth Engagement Service
- Youth Offending Team
- Adult Services

Financial Dimensions:

Ensure the correct administration of financial procedures.

Key Areas for Decision Making:

The postholder will be responsible for organising their delegated workload and having oversight of the workload of service coordinators.

Other Considerations:

Will work flexibly and as required to ensure adequate cover arrangements across the practice system.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted

No

[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To contribute to and support the practice system through:

Service Delivery

Finance

Performance Management & Improvement

Workforce Management

Self-Management

Flexible Working

Key Elements:

1. Able to build effective working relationships and support collaborative ways of working with service coordinators, practitioners, social workers, and managers.
2. Able to ensure agile and flexible working across the practice system to ensure consistent service delivery.
3. Embed best practice / practice standards and ensure the implementation of these by service coordinators.
4. Provide high support and high challenge, supervision, and appraisal to service coordinators.
5. Support the training and development of service coordinators to ensure high quality support to the practice system and identify any gaps impacting quality and performance.
6. Contribute to the development and continuous improvement of service support through attending practice and service meetings and workshops.

7. Coordinate service coordinators in undertaking the various administrative functions including panel administration, financial transactions, minute taking including child protection strategy meetings and ensure adequate cover and that urgent matters are given priority.
8. Identify any risks to service delivery to the service leader and operational managers.
9. Undertake follow-up action liaising with practitioners, social workers and managers and external colleagues, as necessary.
10. Ensure financial transactions are processed quickly and follow relevant policy and procedure seeking advice and guidance as needed to support sound financial management.
11. Identify SMART and new ways of working to enhance quality of service support.
12. Operate EHM and CRS and maintain information systems to participate in the completion of statistical records / returns.
13. Make a positive contribution towards the achievement of corporate, departmental and team objectives, including applying policy and procedures.
14. Comply with the divisional and council policies and procedures and ensure confidentiality of resident information, complying with the requirements of the data protection act and other

legislation/regulations including GDPR.

15. Work flexibly across the practice system supporting and assisting colleagues as required.
16. Liaise with staff in all departments, external organisations, or residents and / or their representatives.
17. Manage own time effectively and identify personal development needs.
18. Such other duties, within the competence of the postholder, which may be required, reasonably from time to time.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation, and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Senior Service Coordinator, Children's Social Care
Essential knowledge:	<p>Good knowledge and understanding of a Children's Social Care and Early Help context and relevant support service requirements.</p> <p>Good understanding of the need to safeguard confidential information, to respect the privacy of families and colleagues.</p> <p>Appreciation and understanding of Cultural diversity.</p> <p>Knowledge of Administrative, Clerical and ICT systems and processes.</p>
Essential skills and abilities:	<p>Demonstrate skill in developing collaborative and effective working relationships with a range of stakeholders.</p> <p>Ability to prioritise, plan and delegate workload to ensure prompt and timely response to service need.</p> <p>Ability to communicate verbally and in writing, sharing information accurately and clearly – both to members of the public and professionals and colleagues within the practice system.</p> <p>Ability to use a range of databases, including EHM & CRS with accuracy and demonstrate excellent data analysis and inputting skills.</p> <p>Ability to motivate, influence and support a team to deliver consistently high service standards in administrative, clerical and ICT support.</p> <p>Ability to work in a resident focused manner.</p> <p>Ability and willingness to work across teams when instructed and follow management direction.</p> <p>Take ownership of personal development needs and identify and communicate these to assist continued professional development.</p>
Essential experience:	<p>Experience of working in a role where Children's Social Care or Early Help is an element.</p> <p>Experience of administrative / clerical work / ICT procedures and systems.</p> <p>Experience of working in a highly pressured environment, demonstrating effective organisational skills, managing competing priorities and consistently meeting deadlines.</p> <p>Experience of embedding best practice and developing service standards.</p>

Experience of taking complex minutes with the ability to demonstrate excellent quality assurance of work undertaken.

Experience of responding to the public and professionals with dignity and respect.

Experience of effective staff management including supervision, appraisal, and performance management.

Experience of good financial management and governance.

Special conditions:

Flexibility in working hours and provision of service support.