

# Job Description and Person Specification

**JOB TITLE:** Coordinator for Family Wellbeing Service

**EMPLOYMENT STATUS:** Permanent

**RESPONSIBLE TO:** Operations Manager for Adult Community Services

**SALARY:** £26,101

**HOURS:** 37 hours per week

**WHERE:** Head Office (B32 3BZ) with outreach across Birmingham.

	CRITERIA	EVIDENCE
<b>Knowledge/ Experience and Skills</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Must have administrative skills and be able to: <ul style="list-style-type: none"> <li>- Operate office equipment and procedures.</li> <li>- Word Process and use general ICT skills.</li> <li>- Demonstrate good written skills and experience in producing coherent written materials.</li> </ul> </li> <li>• Must be able to demonstrate understanding of working with diverse and hard to reach communities.</li> <li>• Must have organising skills and be able to: <ul style="list-style-type: none"> <li>- Plan, prioritise and allocate work.</li> <li>- Facilitate discussion at meetings.</li> </ul> </li> <li>• Must be able to demonstrate capacity to deal with a range of people in local communities and across levels of public services and to work with discretion, integrity and with complete confidentiality.</li> <li>• Must be able to work in dynamic and changing circumstances.</li> <li>• Must be able to get on with people and work independently as well as in a team.</li> <li>• Be able to demonstrate knowledge and understanding of the issues faced by learning disabled people and their families and carers.</li> </ul>	Application Form and Interview.
<b>People &amp; Contacts</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to act diplomatically, to use written and verbal communication skills to explain complex matters to citizens and to highlight their issues to managers and staff from other agencies.</li> </ul>	Application Form and Interview.

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	<ul style="list-style-type: none"> <li>Ability to work reliably and responsibly as a member of a team with internal and external colleagues to achieve service outcomes.</li> </ul>	
<b>Accountability &amp; Resources</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Evaluating performance against quality standards.</li> <li>Monitoring the services and working towards achieving agreed outcomes.</li> <li>Ensuring activities are meeting outcomes and measures outlined in services COGA's.</li> <li>Ensuring records are up to date and accurate.</li> </ul>	Application Form and Interview.
<b>Job Impact</b>	<ul style="list-style-type: none"> <li>Determination to seek to improve quality performance.</li> <li>Ability to deliver services to individuals from diverse and hard to reach communities.</li> <li>Ability to demonstrate values in line with organisational Mission Statement</li> <li>Willingness to visit families and carers in their own homes and other community locations.</li> </ul>	Application Form and Interview.
<b>Creativity &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Ability to provide consistent information and statistics to support the Operations Manager, writing reports as necessary.</li> <li>Ability to speak in public to small groups, make presentations at events and display information effectively.</li> <li>Ability to plan, organise and manage activities in a logical and consistent manner, using appropriate information systems and tools e.g. work schedules and charts.</li> <li>Ability to monitor and evaluate performance.</li> </ul>	Application Form and Interview.
<b>Independence &amp; Judgement</b>	<ul style="list-style-type: none"> <li>Ability to work with minimum supervision using initiative, multi-tasking, thinking on your feet and responding to urgent situations</li> <li>Ability to identify problems, analyse the relevant factors and through the use of appropriate information, suggest effective solutions.</li> </ul>	

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	<ul style="list-style-type: none"> <li>Ability to accept responsibility for meeting service users needs, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure.</li> </ul>	
<b>Other Attributes</b>	<ul style="list-style-type: none"> <li>Supervising volunteers and helping to identify new roles to enhance the activities of the services and widen its reach.</li> </ul>	Application Form and Interview.
<b>Legislation</b>	<ul style="list-style-type: none"> <li>Equal Opportunities</li> <li>Health &amp; Safety</li> <li>Learning Disability Legislation and Strategy</li> <li>Carers Legislation and Strategy</li> </ul>	Application Form and Interview.
<b>Other Requirements</b>	<p><b>All Staff employed by Midland Mencap will:</b></p> <ul style="list-style-type: none"> <li>Recognise their duty of care to all citizens and the public.</li> <li>Agree with the organisation's values and ensure that they are complied with at all times.</li> <li>Demonstrate understanding and belief in Midland Mencap's values.</li> <li>Have an enhanced level clearance from CRB.</li> <li>Be available for occasional evening/weekend work</li> <li>Full current driving licence with access to own transport</li> </ul>	Application Form and Interview.

## Who We Look for?

Are you a **warm, personable**, and highly **motivated** individual who can empower and drive a team?

Do you have **passion** for what you do, are a strong **communicator, leader** and have good **problem-solving** skills?

The coordinator will work alongside an experienced and established team across the West Midlands.

We place a high value upon **integrity, ethical standards**, and a commitment to **excellence**.

If you have experience leading and managing a team and experience working with families with children and young people, or adults with disabilities, that's a bonus. But don't be put off if not. We value transferable **skills** from other sectors and provide comprehensive training to all our staff.



## What does a Family Wellbeing Co-Ordinator do?

Midland Mencap is looking to appoint a Family Wellbeing Co-ordinator who will work alongside colleagues to turn Midland Mencap's Family Wellbeing vision and mission into a reality.

Identifying and supporting families who provide unpaid care, to people with disabilities and illnesses, with a keen focus on the needs of 'parent-carers' they will need to work with a wide range of partners and stakeholders, both internally and externally, to design or commission a wide range of engaging wellbeing activities.

They will be experienced with engaging with our cities rich cultural diversity and identifying individual and community asset-based strengths.

Our coordinator will manage staffing rotas to ensure we are able to meet the demands of a busy service. As a coordinator they will provide frontline support and leadership to a team of project workers and volunteers.

As part of our Family Wellbeing Service the coordinator will embrace person centred and user led approaches, with citizen consultation and co-production at the heart of the role.

The coordinator will need to recruit, lead, manage and support a team of Project Workers and Volunteers to include induction, supervision and supporting people management and training needs.

They will also support the marketing and promotion of Midland Mencap services to families and potential referral agencies, in both the statutory & voluntary sectors.

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They will undertake, regular reviews of activities and case work and ensure good quality risk assessments and person-centred plans are in place to support the needs of families engaging with the service.

They will understand the barriers facing families providing unpaid care to children or adults with disabilities and/or illnesses, especially those from hard-to-reach backgrounds.

They will be expected to uphold the highest standards in the team and should the need arise, undertake initial investigations of any complaints, disciplinary and grievance procedures of the team they manage.

The ideal candidate will be able to work well within an established and experienced team as well as using their own initiative when communicating with staff, families and professionals.

They will be able to build and maintain good working relationships with multiple agencies such as social workers and teachers. They will be organised in planning and managing their working schedules and working towards our referrals and assessment process.

They will be able to identify and act upon any safeguarding issues in relation to multi-agency guidelines, ensuring compliance in relation to the guidelines as well as maintaining all reports and records in a confidential and timely manner, in line with Midland Mencap's policies and procedures, in line with GDPR and Safeguarding aspects.

They must be enthusiastic, have high motivation and have the ability to drive staff recruitment and high-quality family assessments.

They have a willingness to try new things alongside being able to adapt to the needs of Midland Mencap.

## **Key Tasks:**

## **Key Responsibilities:**

### **Operational Management**

1. To support the Operations Manager and team to proactively identify families and unpaid carers, including via GPs, hospitals, schools, social services, voluntary agencies and self-referrals.
2. To support the Operations Manager to maintain an awareness & contribute to national, regional & local good practice in working with families and unpaid carers and ensure that the staff team can deliver, identify and evidence positive outcomes for families and unpaid carers, (reflecting sound management and care for the family's values.) using person centred approaches.
3. Empower families and unpaid carers to fully participate in the development and monitoring of internal and external services, and to represent families and carers concerns and issues.
4. Provide practice support and guidance to the staff team on & specific case issues, including the assessment process and, where necessary, to jointly manage particularly complex cases.
5. To support the Operations Manager on Safeguarding Issues and Policy within the services and ensure these policies and procedures are embedded, understood and are proactively followed.

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6. Deal appropriately with compliments and complaints from citizens and other stakeholders, referring to the Operations Manager where necessary.
7. Contribute to identifying opportunities to meet gaps in Family Wellbeing Services (and wider Communities services) and unmet/emerging need, including service development, project development and fundraising.
8. At the direction of the Operations Manager to produce reports, research and strategies to inform management, board and external stakeholders.
9. At the direction of the Operations Manager organise events and activities, communication and seek funding for additional project development.
10. At the direction of the Operations Manager support development of promotional material to support the team's work in line with organisational guidelines and templates.
11. In conjunction with the Operations Manager develop and implement awareness training for professionals and carers and represent the organisation and carers issues on planning boards and meetings as required.
12. At the direction of the Operations Manager work closely with our Children and Young Persons Services to use Person Centred approaches to identify and evidence the needs of younger carers within families.
13. Ensure that appropriate training and support is provided to members of the team and shared with the wider organisation where appropriate.

## General

1. Carry out all the above with an understanding of and commitment to Equal Opportunities.
2. Actively participate in all staff meetings, management team meetings and in own
3. Act always in accordance with organisational policies and procedures and in a way that will enhance the organisation's reputation.
4. Ensure appropriate Health and Safety procedures are in place to maintain the safety of families and carers using the services offered.

**This job description is an outline of the duties and responsibilities a Family Wellbeing Coordinator will be expected to fulfil. It may be reviewed at any time according to the changing needs of the service.**

Midland Mencap reserves the right to alter the content of this job description, after consultation, to reflect changes to the position without altering the general character or level of responsibility. The duties carried out in this job description must be carried out in a manner that promotes equality of opportunity, dignity and due respect of all employees and citizens and is consistent with Midland Mencap equal opportunities policy.