



JOB DESCRIPTION

- JOB TITLE:** Service Coordinator
- RESPONSIBLE TO:** Director
- SALARY:** £32,322.27 (pro rata equivalent at 18.5 hours = £19,161.13)
- HOURS OF WORK:** 18.5 hours per week (across Mon, Tues, Wed), flexibility required as role requires occasional evening and weekend work.
- LOCATION (office base):** Brighton and Hove
- JOB ROLE:** To lead on the delivery of Sussex Nightstop service delivering short-stay emergency accommodation through the effective recruitment, brokerage and management of volunteer hosts, along with the effective assessment, placement and support of Nightstop 16-25 year old beneficiaries, ensuring that the service benefits from effective partnership working and is seamlessly integrated into local pathways of homelessness support.

MAIN RESPONSIBILITIES

Volunteer recruitment and management

- To lead on and carry out the recruitment activities (including interview, vetting and house checks) of new volunteer hosts into service from point of enquiry to scheme acceptance and induction, creating and implementing reliable processes, procedures and recording mechanisms to do so
- To ensure Nightstop host volunteers have acquired the necessary skills and knowledge to deliver their role through the development, delivery and ongoing update of effective volunteer training that relates to beneficiary needs, accreditation requirements and other advisory or legislative changes
- To develop and deliver a programme of tailored host volunteer support to include regular and bespoke supervisions, post placement check-ins, and peer support groups
- To plan for and deliver a programme of activity that ensures Nightstop volunteers are suitably valued and recognised for their contribution that includes ongoing feedback

mechanisms, the organisation of regular social activities, acknowledgement of Volunteers' Week (and other platforms for recognition) and managing exits effectively

- To manage and coordinate volunteer host placement availability, making the necessary adjustments to enhance host placement capacity and developing appropriate systems to do so
- To maintain full and accurate records for volunteer hosts on all areas including recruitment checks, home health and safety checks, availability, case notes and expenses in accordance with confidentiality and data protection policies
- To manage, maintain and carry out all necessary volunteer checks and updates necessary to them meeting the programme requirements for volunteering including delivery of yearly Health and Safety checks

Client management and support

- To receive, process and accurately record full data on client enquiries and referrals on to the scheme in accordance with client risk management procedures and make recommendation for acceptance on to Nightstop scheme or not
- To act as lead contact for those accommodated on the scheme throughout the placement, ensuring that there is adherence to Nightstop scheme conditions, maintaining regular guest engagement and reviewing risk as per Client Risk Management Policy and ensuring that guest and supporting housing partner are working towards end housing outcome
- To monitor and respond to guest needs whilst with Nightstop, acting as broker to other support services as required, working in partnership with other agencies to move people on from Nightstop accommodation into longer-term accommodation as required
- To respond to all safeguarding issues arising with all Nightstop guests, volunteers or others in touch with the service in accordance with Sussex Nightstop Safeguarding Policy
- To lead upon all the arrangements necessary for a safe Nightstop placement including coordination of guest travel to volunteer host homes, the setting up of On-call service for placements and the provision of a placement brief to volunteer hosts
- To lead upon the best use of volunteer host resource and placement of incoming referrals To maintain full and accurate client records for all referrals into Nightstop in accordance with confidentiality and data protection policies

Quality and Governance

- To take lead responsibility, along with the Director, for the writing, update and circulation of a suite of Volunteer and Client service guidance, policies and procedures with specific reference to De Paul accreditation requirements, legislative requirements, effective safeguarding and activities that effectively mitigate risk
- To take measures to embed policies and procedures into everyday practice across the team

- To remain abreast of regulatory and accreditation standards and make suitable service adjustments to meet these standards

Service development and Engagement

- To design and deliver services in such a way to meet the objectives of the Sussex Nightstop Strategic plan
- To contribute to the setting and delivery of the Nightstop Strategic plan, project-managing service developments that deliver on the agreed objectives, working with partners and other external stakeholders, including commissioners and funders, in the process
- To ensure that effective referral pathways are in place and maintained through regular and planned for partnership working with referring agencies and colleagues supported by the maintenance and circulation of Nightstop referral guidance, face-2-face review and update meetings and the implementation of appropriate feedback and review systems
- To keep volunteer hosts, clients, referral agencies and other partners and stakeholders informed of any developments relating to the service as required working with other team members in the production of relevant copy and content to do so
- To contribute towards and participate in the delivery of the Nightstop communications plan as delivered through social media platforms, public-facing events and other media-related activities designed to raise the profile of Sussex Nightstop and further the objectives of the strategic plan

Monitoring, Evaluation and Impact

- To ensure that effective service monitoring and evaluation activity is developed and implemented in accordance with organisational and funder requirements
- To carry out and collate regular volunteer host feedback, including an annual survey, that measures service satisfaction and impact of the volunteering experience and make recommendations and necessary service adjustments in response
- To carry out and collate guest feedback for every placement that measures service satisfaction and guest outcomes, report on findings and make recommendations and necessary service adjustments in response
- To create opportunities for and facilitate service user engagement activity with Sussex Nightstop
- To share results of monitoring and evaluation with project stakeholders as required including producing quarterly service user reports and similar reports as required
- To keep service databases for hosts and service users up-to-date with service data and produce service-related statistical information as per project requirements, working with others in the team to do as required

General Responsibilities

- To provide reciprocal Service Coordinator cover where required
- To provide time-to-time On-call service cover as per Nightstop on-call policy
- This job description is not inflexible but is an outline and account of the main duties and there is a responsibility therefore to carry out from time to time any other appropriate duties as directed by the line manager to support and promote the work of Sussex Nightstop, in accordance with the post holder's experience and job role. The job description will be reviewed periodically and at the time of the employee's appraisal, to take into account changes and developments in service requirements. Any significant changes that are proposed will be discussed fully with the post holder in advance of implementation
- To work within the values and ethos of Sussex Nightstop including taking a preventative approach to homelessness and working within a preventive framework
- To participate in Equalities training on a 2-yearly basis and work within and actively promote equalities in accordance with Sussex Nightstop policies and procedures
- To participate in Safeguarding training as part of the role induction and every 2 years thereafter
- To attend team meetings, staff training and supervision including reflective practice as required by the role
- To self-manage and work as part of a team

PERSON SPECIFICATION – Service Coordinator

	Essential	Desirable
Experience		
Minimum of 2 years demonstrable experience working with young people in a related context such as frontline support, housing or homelessness including responsibility of appraising and mitigating for individuals' risks and needs	*	
Minimum of 1 year's demonstrable experience of managing volunteers	*	
Proven experience of leading service developments from policy through to planning through to implementation	*	
Experience of developing, writing and delivering training	*	
Experience of joint-agency working	*	
Skills & Abilities		
Ability to make clear and reasoned decisions	*	
Ability to listen and be empathic	*	
Ability to be assertive and deal with conflict	*	
Able to independently drive work forward with initiative as well as being an excellent team player	*	
Excellent written and verbal communication skills	*	
Ability and confidence to work with a diverse range of people and organisations	*	
Excellent ICT skills including use of Word, Excel, Outlook and Word Press and virtual meeting platforms such as Zoom	*	
Ability to manage varied work tasks to time	*	
Knowledge		
Good knowledge of homelessness services and pathways	*	
Good understanding of safeguarding practices	*	
Good knowledge of support services available	*	
General		
A commitment to the Aims and Purposes of Sussex Nightstop	*	