

Job Description

Post: Support Coordinator
Location: Highlands- Based Inverness or Wick
Working Hours: 25 hours per week Mon-Fri 9.30am-3pm (flexible)

JOB DESCRIPTION

Primary Job Purpose

To coordinate systems, processes and administrative duties for an assigned group of services within the region. To provide support to managers within assigned services in terms of purchasing and supply, collation of reports and coordination of training. To be the first of contact for enquiry management, offering professional and efficient customer service to both internal and external customers.

MAIN DUTIES AND ACCOUNTABILITIES

CUSTOMER FOCUS

- To act as the initial point of contact for enquiry management including telephone and emails both incoming and outgoing
- Development of internal process for enquiry management, referral capture and bookings
- Ensuring professional and efficient customer service to visitors and staff utilising marketing and branding materials
- Data input, recording, analysis and report creation, utilising internal systems and databases as required
- Work towards continuous development/improvements of systems and databases
- Coordinating incoming and outgoing correspondence as directed by the needs of the service
- Work towards the development of coherent and consistent filing management and document control for services across Scotland
- Proficient use of all Microsoft Office Applications (Word, Excel, PowerPoint and Visio) and the presentation of information
- Portraying a positive and professional image of Community Integrated Care at all times

TRAINING

- Work in partnership with the Learning and Development Team to implement robust training plans of service training requirements
- Maintaining up to date records of staff training, updating sign in sheets and liaising directly with the HR and Training Team
- When required, arrange and prepare venues for training, ensuring a cost effective approach is maintained
- Prepare paperwork and equipment for training attendees and facilitators
- Utilise and ensure accurate data input into bespoke IT, HR and Finance Systems (Agresso)
- Utilise Community Integrated Care's E-Learning platform, updating as required

REGIONAL SUPPORT

- Liaise directly with internal and external parties to communicate regional updates as appropriate ensuring the effective, efficient and timely flow of information to and from the service

- Record, monitor and update service quality requirements, accessing our internal IT System (Q-Pulse) as required
- To attend and participate in organisational supervision processes in line with the policies and procedures
- Attend, minute and follow up actions for localised team meetings or service specific meetings
- Order goods and materials using the on-line system for re-ordering
- Identify ways to maximise income/reduce unnecessary outgoings and work with the Service Manager / Head of Service to ensure the region is operating within budget
- Keep up to date on the most efficient use of office equipment
- Prepare monthly statistical reports for the Service Manager / Head of Service
- In line with Health and Safety requirements, staff are expected to treat all property and equipment with care and to use and store correctly, reporting any faults where necessary in line with company policy
- Collate and update report information to compile weekly summary documents for the service
- Assist with financial management protocols for the service
- Support the Service Manager / Head of Service in ad hoc service projects such as research, review, data collation and report development to a high standard
- Organise and maintain an efficient filing system for all associated projects

CULTURE/ORGANISATIONAL RELATIONSHIPS

- Build and sustain good relationships with all key stakeholders involved in the lives of the people we support
- Act as a role model adhering to all Community Integrated Care's policies and procedures and maintaining standards of conduct and behaviour to uphold the reputation of the Company at all times
- To provide all relevant feedback to Line Manager in relation to any concerns or newly identified risks in line with whistleblowing and safeguarding procedures

GENERAL RESPONSIBILITIES

- Attend and participate in team meetings and staff performance reviews as required, to develop relevant knowledge and skills
- Assist the department and organisation in meeting their business objectives
- Know and understand the needs of our business and customers
- Continually strive to deliver efficiency saving measures to benefit our business and customers
- Support business development and marketing efforts, in line with business strategies
- Represent Community Integrated Care at various meetings, conferences, training events and social occasions as the need arises, to promote the empowerment of people who we support
- Comply with and promote Community Integrated Care's policies and maintain the values of the organisation at all times
- Undertake training, as appropriate, to further professional development
- Undertake other duties as determined by the developing nature of the organisation
- Take on the Fire Warden role for the office
- To be aware of the responsibilities under the Health & Safety at Work Act 1974; to ensure the safety of colleagues, visitors and yourself

PERSONAL SPECIFICATION

KEY REQUIREMENTS (D – Desirable E – Essential)			
1.	Qualifications	D / E	EVIDENCED BY
	<ul style="list-style-type: none"> • Educated to HND level or equivalent work experience of working in a similar role • Degree qualified in related discipline 	E D	Application Form, Certificates
2.	Skills / Abilities		
	<ul style="list-style-type: none"> • Proficient in MS Office applications / Excellent IT skills • Problem solver with proactive, innovative and dedicated approach to completing work • Demonstrable communication and interpersonal skills • Ability to take lead on task completion activities, with minimal supervision • Ability to work as part of a team 	E E E E E	Interview, References, Application Form
3.	Experience		
	<ul style="list-style-type: none"> • Experience of working within a fast paced office environment • Experience of communicating with staff at all levels • Ability to interpret information and legibly present • Ability to think on their feet, considering all associated implications, restrictions and impacts • Understanding of care provider independent quality requirements and codes of conduct • Understanding of Social Care Sector 	E E E D D D	Application Form, Interview, References.
4.	Knowledge		
	<ul style="list-style-type: none"> • Knowledge of Community Integrated Care • Knowledge of Health and Safety legislation 	D D	Interview Interview

5. Personal Attributes			
	<ul style="list-style-type: none"> • Credible, and comfortable in dealing with multi- agency partners • Reliable and determined • Empathetic communicator, able to see things from the other person's point of view. • Committed to own development to take on more experience and responsibility • Able to get on with others and be a team-player • Able to organise, plan and work to deadlines 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form, Interview, References</p>
6. Customer Focus			
	<ul style="list-style-type: none"> • Customer focused and displays professional image when dealing with people • Understanding of the role of Support Coordinator and how it fits with the organisation as a whole 	<p>E</p> <p>E</p>	<p>Application Form, Interview</p>