

Service Coordinator

Job Description

Post	Service Coordinator
Grade 3	£14.34 per hour
Location	Bradford District and Craven
Responsible to	Service Manager

About us

Bradford District and Craven (BDC) Mind is a registered charity with a clear purpose to promote positive mental health and wellbeing, to empower and help people experiencing mental health problems manage and work towards recovery and fulfilment. We do this through:

- Building community and individual resilience for better mental health and wellbeing
- Providing early intervention advice and support
- Supporting people in crisis
- Empowering and helping people to recover and sustain improved wellbeing.

Everything we do at BDC Mind is underpinned by our Values, which you will see below.

The information contained in this job description is not exhaustive but will give you an outline of the role and the duties required, and help you understand the role more clearly

Purpose of the post

The Service Coordinator will support the Guide-Line Service Manager in ensuring the helpline service runs smoothly, safely, and effectively. The role includes overseeing service delivery, managing referrals, incidents and staff rotas, ensuring safeguarding compliance, and contributing to service development and improvement. The Service Coordinator will work closely with system partners and maintain high-quality standards to meet evolving community needs.

Key duties

- To support the Guide-Line Service Manager in maintaining and developing the service, ensuring standard operating processes are in place and followed consistently

- Oversee safeguarding, incidents and concerns/disclosures, ensuring timely responses and attending relevant multi agency meetings
- Develop and maintain staff rotas to meet service needs
- Manage staff rotas across services and ensure availability meets service needs
- Guide and support staff with day-to-day issues, providing advice and solutions
- Ensure accurate and timely data collection and reporting
- Assist with staff recruitment, development and retention
- Build and maintain relationships with partners, community groups and stakeholders
- Deputise for the Service Manager, as needed

General duties

- Participate in the on-call rota, providing out-of-hours support and advice
- Uphold BDC Mind’s Service Member Partnership Agreement and organisational policies
- Promote the service and enhance the public image of BDC Mind
- Ensure compliance with Health and Safety, Safeguarding, Information Governance and Equity, Diversity policies
- Undertake any other reasonable duties assigned by the leadership team

Person specification

BDC Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

	Essential criteria
Knowledge and qualifications	<ul style="list-style-type: none"> • At least 3 GCSEs (or equivalent) at grade A-C (or equivalent) to include English, Maths and IT • Understanding of key current issues in mental health • Understanding of best practice in people management
Experience	<ul style="list-style-type: none"> • Working in a team that have dealt with complex and sensitive issues • Managing risk and safeguarding issues and procedures • Gathering data and writing reports • Building and maintain professional relationships • Experience managing and supporting a team
Skills and abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Proficiency in IT skills and data management systems • Strong planning and organisational skills • Ability to make decisions and act independently • Ability to manage complex issues and a demanding workload

	<ul style="list-style-type: none"> Keen attention to detail
Attitude and personal attributes	<ul style="list-style-type: none"> Committed to equity, diversity and inclusion Passion for person-centred approach Driven, self-motivated with a can-do attitude Resilient in a dynamic environment Dedicated to BDC Mind's values Willingness to travel and work in across multiple locations