

Job Description

Post	Service Coordinator
Grade	Grade 3 - £13.75 - £15.49
Hours	Part-time, 20 hours per week
Location	Bradford District and Craven Mind, 28 Manor Row, Bradford, BD1 4QU (hybrid working available)
Responsible to	Service Manager

About us

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

- Building community and individual resilience for better mental 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 Bradford District and Craven 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

Our Values

- **Caring Always** - Be kind and compassionate. Listening to and valuing people.
- **Working Together** – Working together for a shared purpose. Working together to make the biggest positive difference.
- **Supporting Everyone** – Understanding, celebrating uniqueness and respecting all; reaching out, engaging and helping people feel safe.
- **Enabling All** – Making things possible. Giving hope and resources to make positive change.

- **Improving Continually** – Making the biggest positive difference. Listening and being creative to make the biggest positive difference.

Purpose of the post

This post provides essential support to our Service Manager, contributing to the delivery of the Wellbeing service within our Adults and Older Adults portfolio.

The service you will work within has a dedicated team of practitioners and volunteers offering recovery focused group support for people across Bradford District and Craven. Your key responsibilities will include: supporting staff, ensuring the smooth running of shifts/groups, and assisting the Service Manager in day to day operations related to the running of the service (risk management, safeguarding etc). The person in this post will assist the Service Manager in monitoring performance through data auditing, building stakeholder relationships and promoting the service in the wider community.

By prioritising the needs of both our dedicated practitioners and the people we serve, you will play a crucial part in delivering high-quality, safe, and effective support to enhance the wellbeing of people who use our services and the local community.

Key duties

- Support the Service Manager in the development and delivery of our services in line with the operational plan and standard operating procedures.
- Support the Service Manager and staff team with the day-to-day delivery of services; resolving operational issues and challenges, managing shifts, group cover, rotas, referrals and waiting lists.
- Support the Service Manager with safeguarding, incidents, concerns, disclosures and assessment and management of risk, ensuring a timely and appropriate response and working in a multi-agency way.
- Assisting the Service Manager to produce accurate and timely monitoring reports
- Support the Service Manager to build relationships with both internal and external stakeholders and promote the services to the wider community.
- Deputise for the Service Manager, as appropriate.

General

- Ensure that in all aspects of the role you embody the aims, objectives, and core values of BDC Mind.
- Ensure that the relevant colleagues and a competent understanding of, and comply with, all BDC Mind policies and procedures.
- Take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equality & Diversity requirements are met and all other Company policies complied with.
- Support the on-call rota to ensure all staff have access to support and guidance out of hours.

- Participate in supervision, team meetings and organisational away days.
- Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

Person Specification

Bradford District and Craven 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.

Knowledge
<ul style="list-style-type: none"> • Level 3 or above qualification in a relevant field OR at least 2 years relevant experience • Understanding of key current issues within mental health and potential challenges that people may face • Knowledge of health and social care services in Bradford and Craven
Experience
<ul style="list-style-type: none"> • Experience and confidence in recognising and responding to risk and safeguarding concerns for adults, children & young people • Experience mentoring/coaching others, or supporting a team • Experience working with children, young people and/OR adults in a health, social care or other relevant setting • Experience working in a multi-agency way
Skills
<ul style="list-style-type: none"> • Excellent verbal and written communication skills in English • Excellent IT skills and computer literacy, including skills in using Microsoft applications and electronic client record systems • Excellent planning and organisation skills, including an ability to manage complex issues and a demanding caseload • Ability to make decisions, act on own initiative and operate in a proactive manner • Ability to work as part of a team • Keen attention to detail
Personal qualities & values
<ul style="list-style-type: none"> • Values and role models positive and healthy professional boundaries • Committed, passionate and enthusiastic with a 'can do' and flexible attitude • Commitment to driving, delivering and championing a person-centred and non-judgemental approach • Commitment to equity, diversity and inclusion and developing greater awareness in these areas • Understanding of and commitment to Bradford District and Craven Mind
Other
<ul style="list-style-type: none"> • Ability and willingness to travel across the district if required