

## JOB DESCRIPTION

<b>Title:</b>	<b>Croydon Health and Wellbeing Space Co-ordinator</b>
<b>Reporting to:</b>	Croydon Health and Wellbeing Space Manager
<b>Responsible for:</b>	<b>Managing the Database</b>
<b>Salary Range:</b>	£29,047 - £32,385 pro rata per annum
<b>Hours:</b>	28 hours per week (part time) worked within a 7-day rota (Monday – Friday, 9.00 – 18.00, Saturday 10.00 – 16.00 – Sunday, 11.00 – 17.00) <b>(This will include weekend work, approximately one in three weekends)</b>
<b>Contract:</b>	Fixed Term until 31 <sup>st</sup> March 2023
<b>Location:</b>	Croydon Health and Wellbeing Space – Whitgift Centre, Croydon (and other locations that may be used in the future)

### **Purpose of the role:**

The Croydon Health and Wellbeing Space (CHWS) Co-ordinator will support the CHWS Manager and Space team in the operational administration of the non-clinical, client-facing aspects of the service provided by the Mind in Croydon/Croydon BME Forum Partnership.

The role will manage the database system for data recording, management and reporting purposes, working closely with the lead Co-ordinator for volunteers.

### **Main responsibilities and key tasks:**

#### **Operational Administration:**

- Deliver effective administrative and operational support to the CHWS Manager and Mental Health Space (clinical and non-clinical) on site.
- Be an effective part of the on-site Space team contributing to the development of systems, processes and policies specific for the CHW Space.
- Contribute to the operational learning and development as the Space programme rolls out.
- Work with the CHWS Manager to ensure staff inductions are completed and staff feel in a good place to focus on their role.
- Work with the other CHWS Co-ordinator to ensure consistent administration and operational support.
- Manage the data gathering, reporting and onward referral to co-located clinical and non-clinical support through bespoke IT systems; and the day-to-day co-ordination and utilisation of the Space.

### **Systems Management and Administration:**

- Be the lead Co-ordinator on managing the database system for data recording, management and reporting purposes, working closely with the lead Co-ordinator for volunteers.
- Manage effective IT database systems for data recording, management and reporting purposes.
- Review, maintain and analyse performance reports to ensure that performance is measured against the key targets.
- Maintain accurate and up to date service user records using online triage and database systems, ensuring that appropriate data quality standards are met for all records.
- Collate, analyse and present performance and activity data and implement actions to improve data quality.
- Refer or signpost to other relevant services where appropriate within the Integrated Care Network Plus, and the Mental Health Hub in the Borough of Croydon, or further afield.
- Attend training, forums and meetings to ensure knowledge remains relevant and up to date.
- Keep up to date about current best practice and legislation within mental health, as well as within the field of Information & Advice more generally.
- Work within all policies and procedures of the Croydon PIC Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018 (GDPR).

### **Facilities management:**

- Work with the other Co-ordinator to:
  - Provide facilities management to the Space site, including liaison on provision of office supplies and site security.
  - Lead on Health & Safety and Fire issues at the Space, including co-ordination of staff fire training; ensuring that there is adequate provision of trained Fire Marshalls and First Aiders on site.
  - Maintain the fire logbook and arranging for fire drills to be conducted.
  - Be responsible for developing and maintaining local Health & Safety action plan, policies and procedures, as required, to ensure adherence to Health & Safety Legislation and ensuring the completion, collation and timely submission of all Health & Safety documentation.

### **General**

- Work as a member of a team, communicating with others in writing and face to face, taking part in staff meetings and team meetings.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Accept line management and supervision from the post holder's designated line manager and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by the post holder's designated line manager.

- Addition to the tasks and duties outlined in this job description, to undertake any other tasks identified and which are generally compatible with the functions of the post.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff.
- Act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon.
- Be a part of a rota also covering reception 7 days a week.
- In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

### **Job Description Agreement**

The Job Description is not exhausted and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon Ltd and Croydon's BME Forum reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principle functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

## Person Specification

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		
Relevant management and administration qualifications, e.g., Level 3 or 5 NVQ qualifications in Business Management and Administration	<b>E</b>	
Degree educated or equivalent experience in Data management	<b>E</b>	
Health, mental health, social care or psychology related training or qualifications		<b>D</b>
Demonstrable evidence of equivalent learning or training	<b>E</b>	
<b>Experience – 3 years working at this level</b>		
Operational or systems management experience in a health or social care setting, preferably within the NHS or voluntary sector	<b>E</b>	
Excellent working knowledge of administrative systems and procedures	<b>E</b>	
Experience of recruiting, managing/supervising teams on a rota system	<b>E</b>	
Experience of managing/supervising volunteer teams or working within a volunteer team		<b>D</b>
Experience of working with or in multi-disciplinary teams and/or over several sites	<b>E</b>	
Demonstrable lived or learnt experience and understanding of mental health and related issues and difficulties or challenges		<b>D</b>
Working knowledge and experience of person-centred approaches and recovery models		<b>D</b>
Experience of working in voluntary or community settings and building relationships with local groups and organisations		<b>D</b>
Demonstrable experience of creating, managing and maintaining high quality records of contact and interaction with people	<b>E</b>	
<b>Knowledge, Skills and Capabilities</b>		
Knowledge of relevant IT and data management systems, e.g., NHS ePJS, Views	<b>E</b>	
Ability to work effectively as part of a multi-disciplinary team in a ground-breaking service venture, and to manage uncertainty	<b>E</b>	
Demonstrable ability to problem-solve and remain solutions focussed on the context of a developing service and systems infrastructure	<b>E</b>	
Demonstrable knowledge of current Health and Safety legislation and risk assessment practices	<b>E</b>	
Demonstrable knowledge of safeguarding policies and practices, relating to vulnerable adults and children	<b>E</b>	

Ability to remain recovery-focused – working with empathy, building autonomy, empowering volunteers to work effectively with people to define, lead and own their recovery	E	
Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams	E	
Excellent numeracy, literacy, IT and verbal communication skills (Microsoft Office)	E	
Ability to deal in an impartial, courteous and culturally competent manner, with people from different backgrounds and with different levels of communication skills	E	
Ability to travel around the borough in a timely manner as the role may require some travel to community Hubs and various meetings		D
Ability to give effective help to people who may be withdrawn, distressed and/or confused and to manage exposure to dealing with difficult and emotional circumstances/situations	E	
Ability to maintain standards of work under pressure	E	
Ability to work alone on specific tasks, to prioritise tasks and time effectively, and manage workload to meet appropriate standards and performance measures	E	
Understanding of the implications that a confidentiality policy has for the service	E	
Ability to work flexibly across the team and localities and some evenings and weekends as required (approximately one in three weekends)	E	
Willing to work in any other place within the community where clients wish to be seen to fulfil the Service Level Agreement Requirements	E	
<b>Personal Attributes and Approach</b>		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Shares responsibility for their own personal development	E	