



## Job Description

<b>Job Title:</b>	Service Access Co-ordinator
<b>Based at:</b>	Restart Offices, Burslem, Stoke-on-Trent
<b>Responsible to:</b>	Restart Manager
<b>Hours:</b>	Full time - 35 hours (this post does involve flexible working)
<b>Salary:</b>	£20,000
<b>Contract:</b>	Permanent – Subject to six-month probationary review

### Responsible for:

- Undertake client referrals and assessments in line with service protocols
- Ensure assessment decisions are made in line with set targets
- Ensuring full utilisation of bed spaces to maintaining high occupancy levels
- Full and effective liaison with Restart maintenance and support colleagues
- Promoting the service with external partners to create consistent new referrals and assessments
- To prepare for, and ensure positive welcome for new clients.

## Main Duties

### Core Services:

1. To manage the allocation of bed spaces. This will include screening, engaging with management in decision making, and communicating an assessment outcome. This requires significant liaison with agencies, colleagues and potential clients, whilst collating and scrutinising information
2. To monitor availability and utilisation of bed spaces and maintain 95% occupancy at all times
3. Undertake a robust risk assessment for each client and ensure that this informs the decision making process
4. Conduct interviews and assessments of potential clients, which will also include some taking place at partner agency offices, community centres, and other locations, as required
5. Co-ordinate new Clients “welcome”, into the service. Ensuring excellent customer service, providing clear and detailed information. This includes liaising with colleagues to ensure all relevant aspects are in place ready for the new arrival

6. Prior to their release, to identify and make contact with prisoners who will be returning to the North Staffordshire area after serving a custodial sentence
7. To comply with the individual requirements of commissioned services, within their contract specifications
8. Undertake an induction programme with new clients. This may also involve additional contact prior to release and in consultation with the Prison and Probation services
9. Maintain an audit trail, client records, files and information to a high standard
10. To establish and maintain effective working relationships with statutory, private and voluntary organisations, particularly Police, Prison and Probation, Health, Education/Training and Employment

**General:**

1. To work collaboratively as part of the wider Restart team, with partners, communities, people of all faiths and none
2. To operate within financial controls and budgetary systems to ensure the proper accounting of service resources
3. To maintain effective communication with colleagues to ensure efficiency in service provision.
4. To provide reports and data regularly as specified
5. To continually review and evaluate systems and processes to ensure a fully effective service provision
6. To adhere to the policies and procedures as specified by the Saltbox Trustees
7. To undertake such other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position

**Personal Responsibilities:**

8. Undertake regular personal supervision and appraisal
9. Undertake training as identified by your line manager and/or the Saltbox Management Team
10. To work in accordance with the Guiding Principles of Saltbox which are:



**Person Specification for Service Access Co-ordinator**

Requirements Insert Information		Essential	Desirable
<b>Skills / Knowledge / Experience</b>	At least 2 year's previous experience working in a position with those who suffer from discrimination and disadvantage, requiring support relating to housing and homelessness and at least one of the following: <ul style="list-style-type: none"> <li>• Substance misuse</li> <li>• Offending or at risk of offending</li> <li>• Mental health and/or learning disabilities</li> </ul>	√	
	A relevant qualification in community work, social work/care, or a related field		√
	A proven ability of working with ex-offenders. Experience and understanding of issues facing vulnerable adults and their families	√	
	Ability to work under pressure, and to prioritise work effectively whilst maintaining a professional high quality approach	√	
	Experience or knowledge of statutory and voluntary section partnerships and agencies that support vulnerable people	√	
	Evidence of developed networking, motivational and interpersonal skills	√	
	Highly effective listening, comprehension and communication skills, with ability to collate and scrutinise information	√	
	A passion for creating opportunities for our client group	√	
	The ability to communicate clearly and sensitively with vulnerable people, their families and other organisations	√	

	The ability to produce written material to a high standard	√	
	Awareness and sensitivity of working with people from other faith communities and denominations		√
	Experience of maintaining accurate ongoing records, providing statistical information, project evaluation and maintaining an audit trail	√	
	Time management skills and the ability to balance competing demands in an organised, efficient and flexible way	√	
	Proven ability to work in partnership with a team to enhance overall delivery of the service	√	
	The ability to initiate and sustain new ideas and methods of working		√
	A high standard of IT skills, including data management	√	
<b>Personal Qualities</b>	An individual who has a combination of an organised, systems thinking proficiency with a sincere client centred approach	√	
	Self-motivated and able to work under own initiative as well as within a team	√	
	Displaying a professional approach that enhances the reputation of Saltbox	√	
	Ability to drive with own transport	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to work under pressure	√	
	A respect for client confidentiality	√	
	A high level of patience and emotional resilience	√	
	A non-judgmental attitude regardless of the client's needs or situation	√	



## **Other Information:**

### **Saltbox: Restart:**

Restart provides supported housing for those who are homeless or at risk of homelessness to make changes towards a better life. Our Clients have multiple and complex needs.

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

### **Values:**

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

### **Saltbox's Guiding Principles:**

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times