



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	<b>Senior Case Co-Ordinator</b>
<b>GRADE:</b>	SO1
<b>POST NO:</b>	28491
<b>JOB TIER:</b>	4 Team Manager
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Children and Young Peoples Services
<b>SERVICE:</b>	Children and Families

### REPORTING STRUCTURE

<b>Reports to:</b>	HOS Youth and Adolescents e
<b>Direct Reports:</b>	3
<b>Indirect Reports:</b>	0

### ROLE PURPOSE:

Management of case co-ordinators, who are also responsible for service specific tasks and responsibilities. The post holder with coordinate the day to day running of LINK counselling and support the project management of Hillingdon Youth Offer and Youth Justice Service through providing case support to teams.

# A. Job Description

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## 1. People Management

- Coordinate a team of volunteers including their induction and placement with Supervisors and clients. May be required to assist in induction and training of new employees.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To manage a specific technical administration team, with varying service specific roles and responsibilities.
- To actively encourage staff development through the PADA process incorporating an on-going training programme for staff
- To build a dedicated, generic flexible multi skilled and adaptable team through regular training and by encouraging staff to initiate and implement service improvements

## 2. Resident & Community Contribution

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'.
- Respond to queries and escalate issues and messages to Managers and Programme Coordinators.

## 3. Operational Service Delivery

- Support the operational teams and Service/Team Managers to ensure compliance with all corporate policies and procedures.
- To provide project assistance and support project management paying particular attention to maintaining good internal and external working relationships and adherence to project budgets and timescales
- To actively manage a service team, as an effective and efficient operation and ensure performance targets are met or exceeded using the resources available
- Lead on establishing the prioritisation of tasks and escalating any gaps in resourcing to senior management
- Ensure consistent application of agreed process and procedures
- Responsible for setting and maintaining administrative standards and templates to ensure consistency is maintained in service delivery
- Maintaining an understanding of the operational workflow processes and linkage with the technical administrative support services
- To ensure regular individual supervision and team meetings are held to enable effective communication to provide pro-active and effective line management
- To actively encourage staff development through the PADA process incorporating an on-going training programme for staff
- To use and adhere to the relevant HR policies, including PADA, performance and conduct procedures and absence management processes

- To act as the first point of contact for the team, respond verbally and/or in writing to enquiries /requests from members of the public, Councillors, MP's internal and external organisations monitoring shared/generic email accounts, distributing standard information packs and publicity materials.
- Develop and maintain an understanding of safeguarding issues, and cope with issues of sensitivity and confidentiality
- Coordinate the agenda, papers, reports venues, minutes and follow-up actions for Public Health projects within the service
- To assist with the development of reports, briefing materials and other documents for use by the Adolescent Development Services
- Liaise directly with the team of Volunteers, other senior Hillingdon Council Managers and partner agencies
- Coordinate, develop and manage administrative systems within the Adolescent Development Services
- To take responsibility for ensuring that data and records are maintained in accordance with GDPR and corporate standards
- To keep up to date on appropriate legislation
- To have a flexible and adaptable approach to work and seek to continually to prove business processes and customer care

#### **4. Service Planning & Development**

- Maintain knowledge of the Service Delivery Plan and understanding of projects contribution in order to ensure delivery of this plan
- Assist with the Annual Team Plan, ensuring it is aligned to the Group / Service Plan(s), and is agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.

#### **5. Financial and resource Management**

- To assist with maintaining financial records, maintain an audit trail including reconciling information with budget reports and tracking income and expenditure for Adolescent Development Services Budgets.
- Preparation and maintenance of spreadsheets for incoming client referrals and client allocations
- Collate, prepare and present financial reports as and when required
- Support teams with awareness and use of management information systems and case management systems
- Inputting of service packages onto case management systems
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the council's financial systems
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working
- Ensure quality of output and outcomes is monitored and issues are resolved effectively

## 6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets
- Ensure quality of output is maintained and issues are resolved effectively with the Adolescent Development Services Operations Manager.
- Sustain the understanding of operational services to ensure effective delivery of tasks
- To be responsible for own personal development, and to take part in training as and when identified or requested
- Where necessary, develop relevant policies and procedures to improve efficiency across the service areas and administrative team.
- Sustain the understanding of the operational services to identify areas of improvement and joint working across teams

## 7. Contacts

- **Internal:** All levels of staff across the Council; Corporate Management Team, Cabinet Members, all other Councillors, Heads of Service and Service Managers.
- **External:** Members of the public, Local authorities, private organisations, schools and colleges, community groups other public bodies and suppliers

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management

## 9. KEY PERFORMANCE INDICATORS

- Delivery of agreed targets within PADA
- Delivery against performance, productivity and quality targets
- Day to day coordination of LINK runs smoothly
- Assist with the delivery of agreed Team Plans.
- Assist with the delivery against any agreed Service Levels.
- Assist with the delivery against allocated budgets and MTFE saving targets.
- Staff performance & productivity metrics

## B. Person Specification

	Essential	Desirable
<b>1. QUALIFICATIONS</b>		
Educated A level standard or equivalent qualification or equivalent work based knowledge and experience  A management qualification e.g. ILM3 (or equivalent)	<b>x</b>	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>		
Maintain confidentiality at all times	<b>x</b>	
Prepared to work flexibly to meet the needs to the ADS including working across teams and at other geographical locations as and when required	<b>x</b>	
<b>3. EXPERIENCE</b>		
Coordinating service delivery for children and young people	<b>x</b>	
Knowledge of children and adult safeguarding procedures and processes	<b>x</b>	
Experience of working on own initiative and handling sensitive and confidential information	<b>x</b>	
Accurate minute taking	<b>x</b>	
Managing multiple priorities and working across a variety of tasks	<b>x</b>	
Evidence of good administrative and coordination skills, and attention to detail	<b>x</b>	
Experience of dealing sensitively with members of the public	<b>x</b>	
Experience of developing and maintaining good working relationships with clients, senior colleagues and Members of the Council	<b>x</b>	
Experience of recruiting and coordinating volunteers	<b>x</b>	
Significant experience of providing technical support within a large complex organisation	<b>x</b>	
Experience of prioritising high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines	<b>x</b>	
Experience of producing reports and statistical information	<b>x</b>	
Experience of Managing a team		<b>x</b>

Demonstrable experience of overhauling, designing, using and maintaining administrative and management information systems, both manual and computer based		<b>x</b>
Experienced in performing audit checks on compliance with Council processes and procedures and reporting this to senior management		<b>x</b>
<b>4. KNOWLEDGE AND SKILLS</b>		
Proficient in Word, Excel and PowerPoint and Microsoft Teams	<b>x</b>	
Ability to produce reports and spreadsheets of activity and financial information	<b>x</b>	
Ability to understand and analyse key information and provide innovative solutions	<b>x</b>	
Ability to use financial systems e.g. Oracle		
<b>5. COMPETENCIES</b>		
<p><b>“Can do” positive attitude</b></p> <p>Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking</p> <p>Committed to delivering the goals and priorities of the Council</p> <p>Visibly seeks to improve the Council’s service delivery</p> <p>Upbeat, optimistic and not easily discouraged</p> <p>Positive about change and does not act as a barrier</p> <p>Presents options and solutions not problems</p> <p>Celebrates the Council’s success</p> <p>Creates opportunities for debate to improve services</p>	<b>x</b>	
<p><b>Takes responsibility and delivers results</b></p> <p>Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p> <p>Seeks to achieve and exceed targets, at service, team and personal level</p>	<b>x</b>	

<p>Ensures work is delivered on time and is of a high quality</p> <p>Sets a positive example in performance for others to follow</p> <p>Plans, prioritises and organises workload to meet deadlines</p> <p>Monitors work and ensures it is on track</p> <p>Works on initiative</p> <p>Knows how to and is able to analyse problems and make decisions</p>		
<p><b>Team working</b></p> <p>Acts as a role model to others in the team, sharing knowledge and experience when necessary whilst respecting and valuing the contribution other team members' experiences can bring.</p> <p>Builds effective relationships &amp; connections within and between teams</p> <p>Takes as many opportunities as possible to share ideas, knowledge &amp; good practice with others</p> <p>Works collaboratively with all colleagues and other agencies (where appropriate) to deliver improved services to service users and residents</p> <p>Is supportive of staff and others, acknowledges good work and shows their appreciation</p> <p>Involves staff in team planning and decision making</p> <p>Is able to plan own and other's activities</p> <p>Has the knowledge of and the ability to effectively use the resources available to them</p> <p>Demonstrates the ability to delegate and motivate staff</p> <p>Capable of putting the Council's interest first</p>	<p><b>x</b></p>	

<p>Is aware of and has sensitivity for members', partners' and stakeholders' wider needs and issues</p>		
<p><b>Communication</b>          Demonstrates well developed written and verbal communication skills, and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p> <p>Expresses self, ideas and concepts with ease, both orally and in writing</p> <p>Presents information clearly and simply</p> <p>Has the knowledge of and the ability to use technology and other management tools</p> <p>Listens, questions and clarifies to ensure full understanding</p> <p>Delivers the right message to the right people using the right media</p> <p>Adapts style to suit the needs of the audience</p> <p>Deals with a wide range of people in a confident manner</p>	<p><b>x</b></p>	
<p><b>Customer Care</b>          Develops contacts and relationships with customer/client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision</p> <p>Raising service user and residents' satisfaction is understood and is a commitment</p> <p>Acts as an ambassador for LB Hillingdon-communicating consistent positive and realistic messages about the Council</p> <p>Engages with the Council's users, has a clear understanding of who they are and understands their preferences and needs</p>	<p><b>x</b></p>	

<p>Recognises the need to obtain regular feedback from service users</p> <p>Takes feedback and ensures services adjust and respond</p> <p>Adheres to, delivers on and supports staff to fulfil the customer care promise</p> <p>Welcoming everyone who contacts us</p> <p>Being helpful, polite and courteous</p> <p>Respecting each and every customer</p> <p>Taking time to listen and understand, demonstrating empathy</p> <p>Giving clear information about service standards and timescales</p> <p>Taking ownership and working together as one council</p>		
<p><b>Takes ownership of personal development</b></p> <p>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance</p> <p>Positively contributes to the PADA process</p> <p>Proactively recognises and engages in learning and development</p> <p>Regularly reviews own performance and assesses own potential to develop</p> <p>Self -aware, admits mistakes and aims to learn from them.</p> <p>Gives and seeks to receive constructive feedback</p> <p>Shares learning and expertise</p>	<p><b>x</b></p>	