

Information Pack

Service Coordinator, Hull and East
Riding Housing

Closing date: 18 June 2025

Intervie date: w/c 23 June 2025

To discuss the post informally,
please contact:
Claire Larkin, Team Manager or
Kay Mutch, Service Manager
on 01482 240200.

JOB DESCRIPTION

JOB TITLE: Service Coordinator

LOCATION: The post holder will be required to work at various sites and travel, predominantly within the Hull area but travel within East Riding may also be required. Office base will be in Hull.

SALARY RANGE: £24,378 per annum

HOURS: 37 per week to be worked flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays.

REPORTS TO: Team Manager

BACKGROUND AND CONTEXT

Hull and East Yorkshire Mind is well-established voluntary sector organisation working predominantly in Hull, the East Riding of Yorkshire and North East Lincolnshire. We deliver services to meet the needs of children, young people and adults who have, or are at risk of, mental health problems. We have a wide portfolio of services which include:

- The delivery of housing related support including our own housing stock and managed properties
- Early intervention and prevention work.
- Support services including talking therapies, one to one support and peer support
- Employment support services
- The delivery of high-quality training to raise mental health awareness in the community and business sectors.

JOB PURPOSE

The purpose of this role is to coordinate the successful delivery of our Hull and East Riding Housing projects. This will be achieved by working closely with the Team and Service Managers responsible for this area of work and effectively managing a team of support staff.

ROLE RESPONSIBILITIES

1. Work alongside the Team and Service Managers to provide effective support to frontline support workers, and co-ordinate their work, to ensure that people who use our services receive high quality support and the remit of contracts are met. To do this co-ordinators will:
 - Clearly communicate, expectations and responsibilities to staff
 - Support and develop staff on an ongoing basis, both formally and informally, e.g. through an induction programme, supervision, training, to enable them to meet the requirements of their role
 - Create a stable working environment where staff feel valued, are able to contribute their views in an open and constructive manner and reflect on their practice
 - Ensure that any poor performance issues are identified quickly and proactively and,

with support from the Team and Service Managers, addressed

- Effectively manage staff sickness and absence and with support from the Team and Service Managers, address any concerns
- Play a key role in the recruitment of staff to ensure that people with the right skills and experience are recruited.
- Work with the Team and Service Managers to ensure regular team meetings are convened which encourage staff to work as a team and share skills and knowledge.
- Encourage staff to have the confidence to work autonomously and be accountable for their own decisions, providing advice, guidance and problem-solving assistance where necessary.

2. Ensure that the service(s) you coordinate meet the needs of the people we support by:

- Ensuring that assessments, reviews and evaluations are undertaken on a regular basis and are person centred
- Ensuring that our framework for good mental health care which includes Relationships, Environment, Activity, Compassion and Hope (REACH) is integral to service delivery
- Reviewing and or monitoring referrals to evaluate existing, new and prospective clients based on their needs, hopes and limitations to ensure the service is right for them; this may involve signposting appropriately
- Reviewing and monitoring client support interventions and progress to ensure:
 - their personal goals and outcomes are met
 - changing needs and/or circumstances are identified
 - escalations in risk are identified
 - records are audited on an annual basis
- Liaising with any internal and external services that are involved in the care of our clients and, where appropriate, their relatives
- Managing waiting lists
- Assessing and managing risk to ensure, and promote, a safe and inclusive environment for clients, staff and the public.
- Seeking and actively encouraging customer feedback through both formal and informal methods, e.g. exit interviews, surveys, focus groups and complaints procedure

3. Ensure that the service(s) you are responsible for are contractually compliant by:

- Overseeing the efficient administration of the service(s) including maintaining accurate and up to date client and service records using management information systems
- Working closely with the Team and Service Managers to ensure quality assurance standards and targets are met
- Producing any information required for monitoring purposes and monthly/quarterly evaluation for a range of contracts and services

- 4.** Support the development and promotion of Hull and East Yorkshire Mind services by:
- Promoting and maintaining the profile of Hull and East Yorkshire Mind by talking about our services positively, observing opportunities to develop and engaging with a variety of media platforms.
 - Supporting the Team and Service Managers to identify shortfalls, areas for development and implement improvements to existing services to ensure we maximise our service delivery
 - Actively encouraging client feedback through formal and informal means, e.g. exit interviews, surveys, focus groups and the complaints procedure
- 5.** Deputise for the Team Manager when required

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Please note that all jobs within the Charity are subject to the availability and continuation of external funding.

Person Specification

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Service Coordinator		Revised: December 2024	
Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of what mental health is and how to support better mental health	✓	
	Understanding of Risk Management, Health and Safety, Equality and Diversity	✓	
	Knowledge of good practices in relation to supervision, leadership and management	✓	
	Knowledge of mental health service provisions and client groups	✓	
	Understanding of local agendas in relation to mental health provision		✓
Relevant experience	Of coordinating services within the voluntary, community, statutory or other relevant sector		✓
	Experience of monitoring and evaluating services	✓	
	Of working with vulnerable client groups to promote positive safeguarding practices.	✓	
	Of human resource processes and performance management		✓
Key competencies	A commitment to the values of Hull and East Yorkshire Mind	✓	
	Is able to challenge unethical behaviour in a confident and appropriate way	✓	
	Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Able to plan and prioritise own and others workload, to ensure both the clients' needs and the project outcomes are met	✓	
	Able to make sound decisions quickly by processing and collating information from a variety of sources	✓	
	Able to search for and implement, new and improved ways of working	✓	
	Promotes a positive team culture; motivates and inspires others to perform their best, valuing their work and encouraging them to learn and reflect	✓	
	Demonstrates resilience when under pressure or faced with emotionally charged issues	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
Additional requirements	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

Overview of Hull and East Yorkshire Mind

Founded in 1976, Hull and East Yorkshire Mind has been supporting people with their mental health and wellbeing for almost fifty years.

An independent charity governed by a group of local trustees, Hull and East Yorkshire Mind is affiliated to the Mind network made up of 100 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and communities.

- Our **VISION**: Better mental health for everyone.
- Our **AMBITION**: To make it easier for people to ask for and receive support for their mental health.
- Our **PURPOSE**: To be there, listen, understand, help, and fight for better mental health. Putting the person at the very heart of what we need to do.

We offer a range of support designed to help individuals to recover and stay well. Working with our local partners, we offer counselling to adults and young people who need our help.

As a housing association with over 30 properties, we provide individuals with a safe environment that aids recovery and promotes independence. This includes a specialist 4 week service that supports individuals leaving hospital to find suitable accommodation that suits their needs.

Throughout the community, we run regular support groups that give individuals the chance to share their experiences with others and learn new skills to improve their mental health.

Other specialist support includes working with Humberside Police in their force control room, working with individuals experiencing poor mental health and drug and alcohol problems, supporting individuals bereaved or affected by suicide as well as offering 24/7 access to information, advice and support.

Our values

Being Human – Connecting people and communities, respecting diversity, and making relationships individual.

Being Authentic – Using our stories, skills, and life experience to show we care, offering hope to make a difference.

Being Brave – In the face of uncertainty, we will be bold, creative, and compassionate. Not afraid to challenge and do things differently.

Being Collaborative – Through nurturing strong effective partnerships, we create opportunities that inspire, influence, and make a measurable difference.

Being Dynamic – Always learning, building on our knowledge and history, being responsive and agile enabling a successful and sustainable future.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind. However, we reserve the right to deduct the cost of the disclosure from final salary if an employee leaves within 6 months.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive six weeks full Company Sick Pay and two weeks at half pay in a 12 month period upon completion of a probationary period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.