

Role Description



Job Title	Operational Co-ordinator
Responsible to	Operational Manager
Reporting Roles	Staff and Volunteers within service
Purpose	To co-ordinate the delivery of services within the organisation
Base	Head Office in Martlesham Heath, Suffolk
Starting Salary	£27,624
Working Hours	Full time (37.5 hours per week)

Job Overview

The core functions of the role are to support the Operational Manager in the successful delivery of services in line with contractual obligations and in accordance with ACT's Operational Business Plan.

Due to the evolving nature of the services that we deliver, there may, in the future, be a requirement for Co-ordinators to adapt and support the delivery of other services within the organisation. At present though, we are seeking a Co-ordinator to oversee our Domestic Abuse services, including Domestic Abuse Outreach Support, Domestic Abuse Accommodation Triage and Domestic Abuse Specialist Support.

In doing so, much of your time will be utilised line managing Senior Practitioners, Intensive Support Officers and Volunteers. You will also be expected to support the Operational Manager in monitoring the performance of the service, compiling data to meet reporting requirements, ensuring adequate staffing cover and developing measures which will help towards the efficiency and effectiveness of the service. You may be required to hold a caseload, dependent on the needs of the service.

In achieving the above, the ability to effectively manage, motivate and deploy a team of staff and volunteers is more significant than Domestic Abuse knowledge. The role will involve ensuring that our policies and procedures are implemented, that staff are guided, supported and challenged through supervision and that resources are deployed in an effective manner, inclusive of supporting the Operational Manager to ensure activity is delivered in line with the agreed budget.

The collation of success stories and evidencing impact is key to the longevity of our services and you will be expected to play a pivotal role in collating and presenting evidence of good practise and positive outcomes.

The role will also involve liaison with external agencies. You will need to be confident in facilitating multi-agency meetings and building effective working relationships with other agencies. In order to maintain our reputation as a trusted provider of services within the Domestic Abuse sector, we will expect you to promote and represent Anglia Care Trust to the highest level.

Responsibilities and Duties

- Managing the performance of a team, including monthly supervisions and yearly performance reviews.

- Day to day oversight of service delivery activities, including the wellbeing of staff and volunteers.
- Support the Operational Manager in the successful delivery of a range of service level agreements, contracts or grant awards.
- Providing regular reports to the Operational Manager.
- Contribute to the development of services' Action Plans where required in liaison with the Operational Manager.
- Ensure compliance by Staff and Volunteers with all organisational policies and procedures.
- Empower the Staff and Volunteers to innovate and support the development of the service.
- Hold a caseload, dependent on the needs of the service.

In achieving the above, the ability to effectively manage and motivate a team of staff will be essential, as well as building a comprehensive knowledge of the Service.

Skills, qualifications, knowledge and understanding required

- Ability to keep comprehensive supervision records
- An ability to work in a solution focused way
- ILM Leadership and Management qualification or the willingness to complete this while in post
- Knowledge of Support Planning and Risk Assessment
- Working to targets and deadlines
- Knowledge of Safeguarding Adults and Children
- Willingness to complete Service Specific Level 3 qualification (For example, Level 3 in Domestic Abuse: prevention and early intervention)
- The ability to manage change in a positive manner

Additional requirements

- Must have a full driving license and access to own transport as travel around the county may be involved.