

Job Description & Person Specification

Job Title: Activities Coordinator

Service: Operations

Reports to: Area Manager or equivalent

Direct Reports: Peer Support Mentors

About The Role

An Activities Coordinator is responsible for coordinating a range of frontline care and support activities within the service, aiming to deliver a high quality, trauma-informed service to participants, with a focus on providing individual and group-based support to aid recovery, reablement, rehabilitation, in a psychologically informed environment (PIE). They will create, organise, and develop stimulating and engaging programmes of activities across services to address challenges faced by our residents. They will provide pathways, support, and appropriate interventions that will enable participants to reach their desired outcomes.

The Activities Coordinator will be responsible for line management and leadership of their team, supporting with providing advice, guidance, and support throughout their employment lifecycle. They will support the team to deliver activities and interventions across the services and always ensure wellbeing of the team. They will be required to work alongside colleagues to build partnerships and relationships with local partners to help expand access and opportunities for our residents.

They will work in accordance with service specifications and agreements to provide a flexible service which is responsive, and inclusive to individual needs, underpinned by SIG's Theory of Change.

About the Post Holder

The post holder will be driven to provide high quality, effective and person-centred support to others. They will thrive when working as part of a team, be an effective communicator, and able to build long-term purposeful relationships with people from different backgrounds, respecting and embracing equality, diversity, and inclusion. They will embrace SIG's values and represent these in everything they do.

The post holder will be compassionate, supportive, and empowering to others, comfortable working in a fast-paced and constantly changing environment. They will have a nonjudgmental approach and support us in achieving our mission to empower people by building powerful partnerships and creative solutions that bridge gaps in provision and aid recovery, reablement, and resettlement.

Key Responsibilities

LINE MANAGEMENT/LEADERSHIP

- Provide high quality support, leadership, and line management to staff, offering guidance, support, and advice to the team to support them to perform to the best of their abilities.
- Facilitate the team in identifying solutions to challenges presented in relation to all elements of service delivery.
- Provide leadership to employees throughout the employee life cycle. This includes but is not limited to;
Recruitment, onboarding, inductions, probation reviews, support and supervision, employee relations, performance, learning and development, staff wellbeing and support, grievances, sickness, disciplinaries, retention and other areas which fall within the employee lifecycle.
- Hold regular, high quality one to ones and team meetings, support effective teamwork and communication. Support with ensuring a culture where constructive challenge is welcomed, and conflict is managed supportively in line with relevant policies and procedures.
- Proactively embed a culture of learning, development, reflection, and evaluation in a psychologically informed environment.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvement to the service in line with best practice.
- Develop and manage referral processes for Peer Support work.
- Monitor Peer Support work through one to ones and group facilitation.

ACTIVITIES AND PROGRAMME COORDINATION

- Coordinate, create and deliver engaging high-quality activities and programmes which support individual support plans, and goals set with the residents.
- Create a regular calendar of activities, celebrations, events and awareness days/weeks/months, which include regular outings.
- Plan and lead on larger special events which will be at least 2 per year.
- Lead on the development and implementation of various creative activities, exploring the most appropriate methods and resources for meeting resident needs, including group events and individual sessions, using internal and external sources.
- Coordinate and advertise internal and external activity and programme opportunities.
- Plan and implement a range of therapeutic individual and group work activities, and complete functional assessments, contributing to multi-disciplinary team care planning and risk assessments.
- Coordinate all aspects of promotion, recruitment, and evaluation of activities and programmes. Take on feedback and utilise this for continuous improvement.
- Adapt activities/programmes to different learning needs and styles, using different delivery

techniques.

REPORTING AND DATA

- Monitor and assess the effectiveness and success of activities. This may include collecting good news stories thereafter.
- Responsible for coordinating contact and evaluation with participants.
- Develop a policies and procedures, with continuous improvement and updates.
- Develop and distribute regular reports and newsletters as required.
- Report and record on impact of Peer Support and Activities.
- Lead on developing local qualities action schemes.

SERVICE DELIVERY

- Maintain relationships with key external stakeholders, including finding new partnership working opportunities and creating a catalogue of external stakeholders. Create signposts and initiate further stakeholder engagement.
- Responsible for ensuring house meetings are in place, and of quality and recorded.
- Support residents to achieve their desired goals/outcomes in various ways this can include but is not limited to the contribution and development of support plans, risk assessments, reviews, case meetings.
- Ensure service responsibilities and requirements are carried out effectively. This includes but is not limited to welfare checks, risk assessments, support sessions, safeguarding checks, training and development, and other responsibilities required for effective service delivery.
- Ensure all residents understand their rights and responsibilities, and have access to the right tools, resources, and networks to support them in achieving their goals.
- Develop, participate in, and encourage residents to participate in the running and development of various projects and activities.
- Empower residents to make decisions to take control over their lives, by creating an enabling environment.
- Provide advice, information, guidance, and life skills training to participants as required.
- Recognise signs of deteriorating mental health, physical health, or other health implications and initiate appropriate interventions to prevent crisis or other risks.
- Complete safeguarding and other referrals when required.
- Support named residents with various individual needs as required.
- Work flexibility in working patterns and duties, responding to the needs of the service, team, and participants.
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- In line with SIG's Theory of Change, carry out strengths-based assessments of need and risk and deliver holistic support and risk management plans, enabling participants to achieve their aspirations and keep themselves safe.
- Follow the relevant safeguarding, risk assessment and management procedures, record, and share any relevant information with partner agencies as appropriate.
- Ensure all case recording, and information is accurately recorded in a timely manner, ensuring electronic records are protected in line with GDPR, and kept up to date and written to a high standard.
- Ensuring a proactive approach to identifying and reporting community risks associated with our resident group and SIG-owned or managed properties.

PROPERTY AND HOUSING MANAGEMENT

- Support with creating a welcoming, psychologically informed home environment for residents and participants, ensuring a continuous focus on safety, health, and wellbeing.
- Ensure the accommodation in which residents live is clean and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire safety requirements to operate safely, effectively, and efficiently.
- Ensure all repairs and maintenance issues are correctly reported and managed through to completion.
- Provide a high-quality housing management service to residents in any capacity as required.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Experience of working with people of complex backgrounds and/or a good understanding of the sector	Essential
Experience in coordinating and/or delivering activities and programmes with people from various backgrounds	Essential
Previous line management experience including in people management and development	Desirable
Experience creating co-produced support plans and providing appropriate interventions for residents/participants and liaising with other professionals	Desirable
Appropriate professional qualification: NVQ/Diploma Level 2 in Health & Social Care/Psychology/Community Justice or professional equivalent	Desirable
Previous experience in a similar organisation/industry/role	Desirable
Skills and Abilities	
Ability to use, learn and adapt to IT at an intermediate level, including Microsoft and other software programs.	Essential
Ability to lead a team, and support them in achieving outcomes necessary for personal and professional outcomes	Essential
Ability to provide advice, support and guidance to a team and residents on various areas	Essential
Ability to work creatively and encourage creativity in others	Essential
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Ability and willingness to show flexibility of working patterns, responding to the needs of the service and residents	Essential
Ability to promote the service and provide outreach-based provision, with an ability to liaise and work effectively in partnership with stakeholders	Essential
Understanding of the housing and social needs of people with multiple and complex needs, including societal marginalisation that can be attached to people with complex needs	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Personal Characteristics	
Ability to lead by example and share the values in which we uphold at SIG	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential
Alignment with SIG's core values, mission, and vision	Essential



Penrose

Equinox

Pathways to
Independence

SIG Housing Trust

Safe Ground