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**Job Description**

Application and Pathway Coordinator **- Essential Household Goods and Support Scheme**

**BACKGROUND**

Having delivered this service in different contracted formats since 2013 we are thrilled to have secured this new service commissioned by Lancashire County Council that will launch on 1st December 2021. The scheme will deliver for a minimum term of three years with an option to extend for a further 2 years.

The Essential Household Goods Support Scheme is a non-statutory service commissioned by Lancashire County Council that provides support for the people of Lancashire who need help to maintain or establish a home. It provides free essential household items to individuals and families who do not have access to sufficient income or funds to meet their immediate needs, along with help and advice in seeking additional support.

The overall aim of the Service is to support people to meet their immediate needs and to help them feel more secure and live more independently in their community.

**This new contract will be delivered by a new team of five staff who will become integral to Selnet operations and delivery. The team will be supported and managed by the Scheme Relationship Manager who will be the line manager for the post holder.**

**It is important to the Commissioner and to Selnet’s board of Directors that the scheme offers an accessible, fair, and impartial service that effectively supports Lancashire residents at a very difficult time. We are looking for fair-minded people who have either lived experience or have work experience of supporting people with vulnerabilities**.

Each **Application and Pathway Coordinator** will work closely with referral partners who are supporting Lancashire residents in crisis, subcontracted partners responsible for the supply of essential household goods based on applications into the scheme and Keyworker colleagues who will work directly with the customers.

**KEY DETAILS**

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| **Office Base** | Brentwood House, 15 Victoria Road, Fulwood, PRESTON PR2 8PS. |
| **Hours of Duty** | This will be a full-time post – 37 hours per week |
| **Starting Salary** | c£22,400 |
| **Pay Increase** | 2% increment based on annual review |
| **Pension** | 10% Company pension contribution |
| **Annual leave:** | 25 days per year plus bank holidays |
| **Probationary period** | 6 months |

**ORGANISATIONAL RELATIONSHIPS**

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| **a)** | **Reports to:** | | The Scheme Relationship Manager who reports to the CEO/Deputy CEO  (The CEO is accountable to Selnet Chair, its Board of Directors) | |
| **b)** | | **Collaborates with:** | | Colleagues, scheme partners including sub-contractors/furniture reuse organisations and external agencies.  All directors, officers and members of SELNET, and appropriate employees of external organisations. |
| **c)** | | **Manages** | | There are no staff management responsibilities within the post |

**JOB SUMMARY**

The post holder will support, and review applications for household good submitted to the scheme, scrutinise the applications and present them if eligible for an award under the scheme’s offer.

Working with referring partners based on an established understanding, they will gain evidence of eligibility to the scheme and the information the scheme commissioners require to enable us to help people within our communities who are in crisis.

They will develop a knowledge base of external resources that can support people in crisis and an understanding of the difficulties some residents face.

The post holder will work as part of the team to ensure the successful and effective delivery of Essential Household Goods Support Scheme and with other team members to support Selnet's core aims, mission and its strategic plans as set against annual targets.

**All tasks and duties in the job description must be carried out in accordance with Selnet procedures. The post holder should be fully aware of Selnet policy documents and operate within the parameters defined within these**.

**MAIN DUTIES, TASKS AND RESPONSIBILITIES**

To work with the Scheme Manager and team members creating an excellent team working environment that together meets the terms of the contract and provide a quality service to residents.

Handle applications submitted through the online management system through to award or rejection.

Liaise with referring partners, to gather a full understanding of the customers crisis and needs, verify evidence of eligibility to the scheme and broker support for the customer enabling them to access additional services or support that may be internal to scheme or through external agencies.

Create an electronic case file for each application. Gather the knowledge and information you need to reach decision on whether to recommend each case for an award or to reject the application.

Undergo inhouse training where needed in consultation with Relationship Manager to enable you to offer advice and guidance to help resolve the service user’s crisis and/or recognise links that can be made to improve the given crisis situation.

Direct customers on to Keyworker colleagues for more intensive support.

Liaise directly with suppliers, providing them with the necessary information to enable them to undertake supply and delivery of the essential household goods to meet the crisis referral. Handling any delivery queries and evaluate the service provided to ensure continuous improvement.

Source goods through external suppliers if there is a gap in the schemes supply chain.

Support the scheme to meet the commissioner’s performance targets.

Report to the Scheme Manager any developing trends or gaps in provision and feedback any considerations you have that will ensure the scheme is of a high quality, fit for purpose and meets the needs of service users.

**TEAMWORK**

* Work as a member of the Selnet team providing services to customers, partners and member organisations.
* Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors, and members of the public.
* Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.
* Assist with all general office duties as and when required.

**GENERAL CONDUCT**

* The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the scheme.
* All staff are expected to conform to the policies and procedures in respect of employment, health and safety, data protection and risk management and acknowledge they have read and understood them.
* Staff are also expected to be familiar with the business and operational plan and to support the aims of the company. In line with good practice appraisals are carried out reviewing performance and considering continuing professional development.
* Disclosure and Barring Service (DBS) checks will be undertaken for all staff employed on this scheme.

*This job description outlines the main responsibilities of the person appointed as* ***Application and Pathway Coordinator****for the Essential Household Goods and Support Scheme. It is subject to periodic review and amendment in the light of development and experience.*

**Person Specification**

**Application and Pathway Coordinator - Essential Household Goods and Support Scheme**

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| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** |
| NVQ Level 3 in Customer Service, or equivalent qualification and/or experience |  | √ |
| Excellent standard of education | √ |  |

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| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** |
| Experience in a coordination role | √ |  |
| Skilled customer service practitioner | √ |  |
| Experience of supporting people with vulnerabilities | √ |  |
| Experience of working in social care or crisis setting |  | √ |
| Experience of delivering projects offering support to individuals who are in crisis. |  | √ |
| Experienced in acting on own initiative as well as being an integral part of a team. | √ |  |
| Proven ability to work in partnership | √ |  |
| Worked within the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. |  | √ |

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| **SKILLS** | **ESSENTIAL** | **DESIRABLE** |
| Strong customer service ethos and empathy with the customer (client) group. | √ |  |
| Analytical thinking and judgement | √ |  |
| Excellent organisational skills, able to implement effective processes and systems to manage work activity efficiently and e | √ |  |
| Ability to communicate effectively, both verbally and in writing. | √ |  |
| Ability to use of a range of IT applications (e.g. word processing, spreadsheets, databases, internet). | √ |  |
| Highly self-motivated, capable of dealing with a demanding workload, | √ |  |
| Able to apply good common sense when working with people in difficult situations. | √ |  |
| Listening skills | √ |  |
| Personal effectiveness | √ |  |
| Fair-minded, compassionate and non-judgemental | √ |  |
| An understanding of and commitment to Diversity and Equality as it applies in the workplace. | √ |  |