



JOB DESCRIPTION

TITLE OF POST: Client Services Coordinator
LOCATION: 3 Church Road, Leatherhead, Surrey KT22 8AT

RESPONSIBLE TO: Manager

PURPOSE OF THE POST

Client Services Coordinator

The role will require you to work alongside the Manager to ensure we successfully support a small case load of clients with complex needs.

You will:

- Provide support, guidance and advice to socially excluded adults and people who have experienced substance misuse issues and other multiple disadvantages.
- Oversee voids and client referrals.
- Conduct risk assessments and compile support plans
- Work closely with the manager in the day- to -day running of the overall service.
- Deputise for the Manager when necessary.

You will have:

- The skills to build and maintain positive relationships with external partners.
- Excellent interpersonal skills.
- Knowledge and confidence to direct members of the staff team and supervise volunteers.
- Strong IT skills and the ability to collate and interpret information and present it in external meetings.

MAIN TASKS AND RESPONSIBILITIES

Client Assessment and support

1. To conduct all booking-in and booking-out interviews where possible.
2. To conduct all client needs assessments.

3. To formulate individual client action plans.
4. To delegate and monitor action plan points on a daily basis.
5. To keep client referral records, risk assessments, needs assessments and support summaries up to date.
6. To deal with initial verbal client complaints that cannot be resolved by the staff on duty and refer to the Manager where necessary.
7. To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to successful support and move on of clients.
8. To assist the Manager in development of the client service and policy.

2. Supervision of the day-to-day service routines

1. To receive a daily report from the overnight staff.
2. To make a daily report to the Manager and carry out any and all instructions following daily report meetings.
3. To take charge of any challenging or dangerous situations as they arise and to summon the manager or seek outside assistance when necessary.
4. To monitor the daily domestic, petty cash and maintenance routines and records, to ensure that all required actions are taken and records up to date.
5. To liaise with local authorities and other statutory agencies, including the police, as necessary.
6. To liaise with any local stakeholders engaged with the service.
7. To participate in the induction and training of new staff, as requested.
8. To be supportive of your colleagues at all times.

3. Supervision of Volunteers

1. To respond to volunteer enquiries
2. To advertise for volunteer roles – on LHS website, Volunteer Centre, Social Media, etc
3. To interview volunteers
4. To set up and maintain volunteer files
5. To administer DBS & Reference checks
6. To induct new volunteers
7. To liaise and communicate with volunteers as and when needed

8. To keep up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes
9. To report regularly to the Manager on volunteer matters
10. To organise a yearly event to say thank you to the volunteers

4. OTHER DUTIES

1. To chair and take minutes of meetings, as requested.
2. To represent LHS externally at meetings, open days and events, as requested.
3. To carry out specialist duties as agreed with the Manager.
4. To adhere to LHS Equal Opportunities Policy and Health and Safety Policy in all aspects of the work.
5. To adhere to LHS Code of Conduct.
6. To attend and contribute to regular supervision with the Manager.
7. To attend and contribute to an annual appraisal.
8. To carry out any other duties commensurate with the post.