



Coventry City Council

Job Description

Job Title:	Vulnerable persons and complex needs Co-Ordinator	Job Number:
Service:	Housing	Grade: 7
Location:	Broadgate House and other City-Wide Venues.	

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To provide high quality administrative support, co-ordination, advice to the vulnerable person and complex needs (VPCN) panel for the city.

To coordinate the development of a city-wide approach to supporting people with MCN.

Main Duties and Responsibilities:

To co-ordinate and lead on the organisation of monthly VPCN forums as well as subsequent follow up meetings and case management requirements.

To attend each VPCN meeting, supporting the work of the chair, preparing accurate minutes and personal plans for dissemination to all relevant agencies and arranging ad hoc case management reviews as required

To coordinate the exchange of accurate and relevant personal information between partner agencies ahead of the VPCN meetings ensuring all information is exchanged securely and adheres to the Data Protection Act.

To coordinate referrals of complex cases for consideration by the panel, ensuring that referral thresholds are met.

To maintain and develop all the necessary process and performance documentation to ensure the smooth running of the VPCN meetings, including the operating protocol, information sharing protocol, referral forms and case closure documentation.

To work closely with partner agencies to ensure that all relevant members are familiar with the VPCN processes and understand their responsibilities within their membership. This includes ensuring the full range of agencies make effective referrals into the panel and report on actions.

To contact agencies/partnerships direct to 'flag up' areas of concern and advise of the protocols and partnership working agreement to ensure their attendance/representation and contributions.

To work on their own initiative and knowledge to identify 'gaps' in membership/attendance at the panel and build up working relationships to link in with all statutory and voluntary agencies.

To have specialist knowledge to provide signposting services to members of the forum

To ensure lessons learned from complex cases are used to help influence system change.

To record and retain referrals, actions and performance data to enable the continuous improvement of the VPCN forum and provide performance management reports to the strategic housing aboard / HARP as required.

To respond to queries, liaising with Officers, Managers and departments to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered to standards and regulatory guidelines

To be responsible for overseeing document & data management (paper and electronic), including filing and distributing documents

To oversee the collection, collation & manipulation of a wide range of information using multiple information systems, to generate reports, prepare letters, memos and documents

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Housing and Homeless Commissioning Manager

Date Reviewed: March 2021

Updated: **March 2021**



Coventry City Council

Person Specification

Job Title:	Vulnerable persons and complex needs Co-Ordinator	Job Number:	
Directorate:	People	Post Number:	
Service:	Housing and homelessness	Grade:	Grade 7
Location:	Broadgate House and other City Wide locations.		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• The City Council's Equal Opportunities Policy and how to ensure service provision is sensitive and relevant to all service users and carers
	<ul style="list-style-type: none">• Basic knowledge of relevant legislation and policy relating to the Disabled Persons Act Legislation, Human Rights, The Care Programme Approach
	<ul style="list-style-type: none">• Knowledge of drug, alcohol, housing and mental health services provision and universal services within statutory and non-statutory organisations
	<ul style="list-style-type: none">• Good understanding of statutory intervention guidelines with regard to the Homeless Reduction Act 2018 Mental Health Act, The Mental Capacity Act, The Care Act, Safeguarding adults and children, and the Data Protection Act
	<ul style="list-style-type: none">• Educated to degree level or equivalent with experience (in one or more of the areas) that is relevant to the role at a supervisory level• Homelessness• Drugs and alcohol• Mental health• Offender management• Complex needs



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Experience:	<ul style="list-style-type: none"> • • Experience of working in the health and social care sector with vulnerable clients with support needs, including substance misuse and mental health. • Experience demonstrating an understanding of service users who have multiple and complex needs. • Experience of multi-agency working within a strength based, asset building approach and maintaining professional boundaries • Experience of facilitating multi-agency meetings • Experience of, and a commitment to, working positively in partnership with a range of statutory and voluntary agencies. • Good administrative, recording and reporting skills. • Experience of case management.
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Skills and Abilities:	<ul style="list-style-type: none"> • Ability to deal with emotionally demanding material and situations on a daily basis
	<ul style="list-style-type: none"> • Skills with regard to assessments of the needs of users who live with multiple complex needs and carers across a range of circumstances including homelessness, management of risk and outcome focussed care plans.
	<ul style="list-style-type: none"> • Ability to liaise with statutory and non-statutory organisations
	<ul style="list-style-type: none"> • Excellent communication, negotiation and advocacy skills.
	<ul style="list-style-type: none"> • Good ICT literacy skills and able to maintain user records and information systems
	<ul style="list-style-type: none"> • Emotional resilience and a diplomatic and pragmatic approach to managing conflicting priorities and situations
	<ul style="list-style-type: none"> • Confidence to build and maintain relationships with a wide range of services, representing the organisation and creating effective pathways
	<ul style="list-style-type: none"> • Ability to engage with users, carers and other agencies in face to face meetings, by phone in writing, including letters and reports.
	<ul style="list-style-type: none"> • Able to seek support and participate in formal supervision sessions.
	<ul style="list-style-type: none"> • Excellent organisational skills including meeting deadlines, attending appointments, maintaining an electronic diary.

Desirable	<ul style="list-style-type: none"> • Knowledge of local services and geography • Understanding of Antisocial Behaviour Legislation • Understanding of the criminal justice system including MAPPA. • Understanding of legislation and practice in relation to individuals with No Recourse to Public Funds
	<ul style="list-style-type: none"> • Experience of managing challenging situations.

Educational:	<ul style="list-style-type: none"> • Educated to degree level or equivalent with experience (in one or more of the areas) that is relevant to the role at a supervisory level • Homelessness • Drugs and alcohol • Mental health • Offender management • Complex needs
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Special Requirements:	N/A
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Date Reviewed: March 2021

Updated: