**JOB DESCRIPTION**

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| **Job title** | Service Coordinator (Sexual Health) | |
| **Sector/Function** | Public Health & Substance Use (Sexual Health) | |
| **Reports to** | Operations Manager | |
| **Grade** | 5 | |
| **Location** | Outreach/community settings | |
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| **Job purpose** | The Service Coordinator will work collaboratively with local people, partners and colleagues across the sexual health outreach partnership to increase access to sexual health clinical interventions for marginalised groups of people who may otherwise experience barriers in getting sexual health clinical support. They will be deeply community-focused, ensuring that the voices and lived experiences of local people directly shape the delivery and development of services.  They will provide coordination support for the overarching activities of the outreach services across Lambeth, Southwark and Lewisham to share best practice and to ensure collaboration between them to address intersectionality.  They will work from locations across the geographic area to lead, manage and deliver the clinical elements of the outreach service which will include day to day line management of a team of nurses as well as responsibility for all clinical key performance indicators.  This role is part of the senior leadership management team supporting marginalised groups across LSL within the service and should, in addition to the above, support the service to build an effective and inclusive infrastructure whilst delivering evidence-based treatment interventions and addressing the wider sexual health and wellbeing related needs of the community. | |
| **Key accountabilities** | To proactively deliver and contribute to the development of high-quality standards, person-centred planning and service provision that meets the needs of clients by:   * Promoting peoples’ rights and responsibilities * Ensuring a ‘no wrong door**’** approach by developing and embedding seamless referral pathways between community and specialist sexual health and reproductive services * Providing advice and effective evidence-based treatment interventions and support to clients, their families and friends and professionals * Developing, in consultation with clients, flexible, realistic and person-centred support packages/plans within agreed guidelines or service models, through the provision of sexual health appointments and associated clinical interventions where required * Ensuring that clinical record keeping is maintained to professional standards at all times by colleagues, contributing to service monitoring requirements * Undertaking responsibility for clinical risk and needs assessment and the formation and implementation of management plans * Remaining up to date with best practice in sexual and reproductive health | |
| To provide effective clinical interventions and services by:   * Providing clinical nurse leadership for contraception, assessment and treatment of Sexually Transmitted Infections (STIs) * Identifying and delivering sexual health services in a range of community outreach locations * Administering medication to clients as per clinical guidelines and patient group directions * Overseeing required clinical checks * Ensuring clinical pathways and protocols are high quality, evidence based and are well considered, adhered to and audited * Acting as a resource to clients and other professionals by offering evidence based professional advice on matters relating to Sexual Health and Contraception * Providing and participating in clinical supervision * Ensuring students are mentored to a high standard * Responsibility for infection, prevention and control where required * Overseeing antimicrobial stewardship including audit and monitoring where required * Working with the national clinical leadership team and business development colleagues to contribute to Turning Point’s overarching sexual health strategy for service development and delivery | |
| To provide effective management, support and guidance to the clinical team by:   * Line managing and clinically supervising nursing colleagues * Allocating work to team members in line with clinical and sexual health related KPIs and monitoring completion in line with service deadlines * Ensuring that the clinical team and wider colleagues are working within quality standards including BASHH, CQC and Turning Point policy and procedure * Supporting the clinical team to align data inputting, coding and monitoring to national and local reporting requirements * Encouraging a participative style and an environment of continuous improvement for individuals as well as the wider service * Adhering to Turning Point HR policy and procedure to support individuals in the management of induction, probation periods, work related absences, performance management concerns and conduct issues * Undertake training needs analysis and ensure competencies of clinical colleagues within team and where required support with the wider team * Plan, implement and evaluate professional development opportunities for clinical colleagues within the team | |
| To enable effective collaboration and integration between community organisations, outreach services, and specialist sexual health service providers, to ensure clinical sexual health and reproductive services are inclusive for marginalised groups   * Attend the monthly partnership meetings, chaired by the Operations Managers, to consider effective delivery of clinical interventions across the outreach service * Build strong relationships with key stakeholders across the specialist sexual health services to ensure people have the right level of support, facilitated by effective joint-working and referral pathways * Facilitate a Chaperone Service by supporting workers from across the sexual health outreach partnership to get honorary contracts and support seamless service * Work with the Operations Manager to develop partnerships with key stakeholders (sexual and reproductive health (SRH) services, NHS Trusts (incl. their Health Inclusion Team), primary care and community organisations * Promote a culture of inclusivity, learning and problem solving to enable intersectoral collaboration * Ensure consistency of knowledge, training and service quality across the sexual health outreach partnership, including the co-ordination of reciprocal training opportunities * Ensuring that all joint working Policies and Procedures are adhered to where the Service is run on a partnership basis | |
| To ensure high quality service delivery standards are maintained by:-   * Adopting a quality improvement approach to performance management * Working with the Operations Manager to have clear oversight and regular monitoring of all performance indicators related to clinical sexual and reproductive health service delivery * Ensuring the service delivers outcomes in accordance with the contract to the highest possible level of quality and within budget * Identifying and addressing variances in performance at the first possible opportunity * To have a clear remit of support for the Operations Manager and/or CQC registered manager regarding CQC compliance * Ensuring TP’s quality management processes are used effectively by the service and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice * Support and produce high-quality, clinical reports for internal and external distribution | |
| To ensure Health & Safety standards are maintained and risk is mitigated to the lowest level possible by:-   * Ensuring a safe working environment for self, and where appropriate, the team * Ensuring good standard of housekeeping is maintained with own area * Ensure risk assessments are completed when appropriate * Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained * Complying with all H&S policies and procedures including Serious Untoward Incidents and Accident reporting * Ensure the wellbeing of clients, employees and Turning Point's business interests by maintaining and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Operations Manager as appropriate. * Supporting the development and adherence of governance structures at a local level and engagement with national governance structures to support the safe management of the service, management and escalation of risks and continuous learning and improvement. | |
| To work with the Operations Manager in the implementation, development and delivery of the service by:   * Working with own team to support implementation of service plans that are developed by the leadership team to reflect Turning Points strategic and business plans and contractual requirements. * Deputising for the chair of monthly partnership board meetings and 6-monthly networking sessions with local stakeholders * Developing systems for feedback between the sexual health partnership services and people accessing the services to inform continuous improvement * Representing the service in a clinical capacity * Ensuring the effective flow of information within own service, with other services and with external parties, representing Turning Point corporate messages constructively and observing Turning Point's internal communication policies and procedures * Working collaboratively with marketing executives to co-develop local activity and campaign schedules for digital marketing/social media * Maintaining a consistent approach to communications, campaigns, branding and online presence across the sexual health partnership * Supporting effective financial forecasting, budget development, control and cost-effective operations within the service, always operating in line with Turning Point’s financial procedures, reporting progress and escalating concerns to the Operations Manager. * Contributing to Turning Points growth and business development plans in conjunction with the service leadership team and organisations growth team | |
| Contribute to Turning Point’s information management strategy by;-   * Ensuring materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of learning within the business unit * Ensuring all data and information relating to the service’s clients is accurate and shared in the appropriate way with key stakeholders * Ensuring the inputting outcomes data and other information into corporate systems in the service in accordance with stated policies and procedures | |
| Project the desired image of Turning Point by;-   * Understanding and promoting Turning Point’s values and their application to Sexual Health service provision * Being a role model of the values through own example while ensuring they are demonstrated by all colleagues in the service | |
| Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager. | |
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| **Dimensions** | Direct reports | Scope of role is up to 7 (currently 2) |
| Internal contacts | Central support specialists – collaborative working, support & guidance.  Service senior leadership team.  Colleagues across the service. |
| External contacts | Regulatory bodies – service monitoring and review.  Partners & agencies – service delivery and specialist sexual health service support to clients.  Commissioners.  Advocacy services/client feedback (forums) – discuss ethical issues regarding clients. |
| Planning horizon | Turning Point’s 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan. Support annual service plans and overseeing the daily/weekly planning of work |
| Problems solved | Ensuring effective colleague capacity and quality management within the service where there could be resource conflicts and shortages.  Policy implementation and monitoring in accordance with guidelines clarified in discussion with line manager.  Ensuring a culture is developed within the service in which all professional disciplines work collaboratively for the benefit of clients. |
| Financial authority | Accountable for supporting Operations Manager in achieving service budget. |
|  | Governance Structures | To take a lead on the development and adherence of service governance, including local engagement with business unit and national governance structures to support safe and effective management of the service, management and escalation of risks and continuous learning and improvement. |

**PERSON SPECIFICATION**

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| **Job title** | Service Coordinator (Sexual Health) | |
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| **Personal effectiveness** | Essential | Desirable |
| * Excellent interpersonal skills in the pursuit of exceptional delivery of service outcomes to a range of stakeholders. * Excellent communication skills – both verbal and written, with the ability to turn technical language into plain English to enable clarity and engagement of clients, colleagues and customers/commissioners. * Able to work autonomously, initiating and completing episodes of care for clients * Committed to delivering equality and inclusiveness in all aspects of service delivery and recruitment, development and management of colleagues * Demonstrates positive and proactive attitude towards solving problems * Can demonstrate resilience in responding to and functioning within high pressure environments. * Strong organisational and time management skills, helping others to develop and maintain operational delivery. * Evidence delivering change in both the short, medium and long term. * Can drive innovation, including across health and social care sectors such as substance misuse and mental health. * Ability to establish positive organisational reputation with key stakeholders. * Operating across strategic levels. * Flexible and adaptable leadership style and approach in order to achieve outcomes whilst maintain employee engagement. * Ability to lead locally, identifying needs and leading by engaging others at a strategic level to move towards action. |  |
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| **Technical effectiveness** | Essential | Desirable |
| * LOC SDI * In-depth understanding of sexual health sector including clinical governance, prescribing regimes and CQC registration requirements. * Team management skills to lead and inspire a motivated and skilled team that consistently delivers or exceeds on its individual and team goals. * Understanding of service specifications and leading a team to turn these into operational excellence. * Able to identify and effectively manage organisational and operational risk and provide sound advice and action to mitigate. * Able to develop and operationalise locality-based strategy to deliver business outcomes. * Able to prioritise activities and mobilise resources in order to achieve strategic outcomes. * Understanding and able to successfully manage delivery methods in sexual health including relevant frameworks. * High level of knowledge within the field of sexual health, including the adoption of latest best practice | * Data collection, audit and data analysis skills * Management of a diverse range of services such as community, within the SMS sector * Management of CQC registered services * Management of clinical services * Management training (or willingness to undertake) |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * Registered nurse with evidence of current NMC registration * DFSRH * Post registration in contraception e.g. DFSRH * GUM qualification or course in STI’s * Practice assessor/supervisor * Intermediate STIF competencies * Extensive clinical delivery experience of working within Sexual Health and Contraception Services * Experience of change management in sexual health * Experience of improving service performance and maintaining that performance within a rapidly changing environment * Able to demonstrate thorough knowledge of issues in sexual health/contraception care * Experience of line managing clinical colleagues and providing clinical supervision | * Be dual trained in Contraception and Sexual Health * Professional qualification in either health or social care and/or relevant management qualification * Previous experience of managing CQC regulated services * Demonstrate competence to clinically manage and supervise NMP Nurses and a willingness to engage in NMP training * STIF Advanced competency i * Advanced qualification in Contraception/Sexual health * A knowledge or experience of health promotion * NMP qualification |
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| **Other requirements** | Essential | Desirable |
| * Desire to be an active member of the sexual health sector and provide a high level of contribution * Capacity to travel across the area * Contribution to Turning Point’ Clinical Governance framework |  |