



Relief Co-ordinator Role Profile

Working to Blue Triangle's values, vision and mission, you will be responsible for the recruitment, training and development, supervision and oversight of all aspects relating to our relief support team. This will ensure up to date digital records are maintained for ease of identifying resource as and when required. As well as supporting our services you will support and maintain the development of relationships between our Services and our Relief team.

OUR VALUES

Our values are at the core of everything we do. What we do, we do with and out of love and hope. We appreciate each person's own circumstances, their journey and the future they want to make for themselves. Hope is the thing that helps you keep going; without it we have nothing. At Blue Triangle we are Kind, Passionate and Creative.

MAIN DUTIES AND RESPONSIBILITIES

1. To work collaboratively with the Service Delivery team to identify resource gaps and to take the lead in the selection, recruitment, and onboarding of relief workers.
2. To develop and strengthen our relief worker deployment across all of our services.
3. To arrange relief cover at services as and when required.
4. To liaise and build relationships with appropriate agencies to arrange emergency cover when required.
5. To be available to provide support and development for relief workers and to facilitate reflective practice both individually or in groups.
6. To supervise Relief Workers on regular basis both individually or in group settings
7. Understand and have the ability to use Microsoft packages (Word, Excel, Power Point) and use Teams effectively and accurately and any other software tools required for the role.
8. To be able to collate spreadsheets and reports.
9. To be able to work independently whilst being organised in managing multiple priorities.
10. To have excellent communication skills both written and verbal.
11. To be able to manage competing priorities effectively whilst meeting set timeframes.
12. To liaise and be able to build relationships with any other professionals and agencies involved.
13. To be able to demonstrate a high attention to detail and accuracy in all communications and workflow.
14. To be responsible for own CPD learning and contributing positively to the development of the organisation, ensuring appropriate systems are followed and recorded.

15. To communicate and act clearly and appropriately in all circumstances in line with data protection, confidentiality and all statutory requirements.
16. To undertake any other reasonable duties as delegated by the Head of Service Delivery.

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> Willingness and ability to work towards SCQF Level 7 in Social Care and any other relevant qualification. 	<ul style="list-style-type: none"> HNC or SCQF level 6 or 7 in Social Care
Knowledge	<ul style="list-style-type: none"> Awareness of homelessness and its effects. Awareness of drug and alcohol issues. An awareness of the services provided by Blue Triangle. Awareness of person-centred, trauma informed and wellbeing focused approaches. Understanding of Blue Triangle policies and procedures SSSC Codes of Practice 	<ul style="list-style-type: none"> National Care Standards Working knowledge of Blue Triangle recruitment processes.
Experience	<ul style="list-style-type: none"> Experience of working with vulnerable people and challenging behaviour. This can be from personal, voluntary and/or professional experience. Experience of undertaking tasks in a lone working environment. Working to empower people to thrive Administration and IT skills 	<ul style="list-style-type: none"> Experience of managing, developing and training people.
Skills / Abilities	<ul style="list-style-type: none"> To build trusted relationships To be appropriately assertive when required and able to motivate To prioritise case load and work under pressure To develop and sustain positive and appropriate relationships with staff, partners and agencies Be able to demonstrate an understanding of the SSSC Code of Practice for Social Care Workers. 	<ul style="list-style-type: none"> Planning/organising work schedules Identifying need, planning and facilitating inputs for others Ability to motivate people Ability to identify potential issues Ability to problem solve



	<ul style="list-style-type: none">• To communicate well in all ways (verbal and written)• Competent IT skills and understanding of Microsoft.	
Personal Qualities	<ul style="list-style-type: none">• Personal values in line with Blue Triangle's values.• Flexible, adaptable and reliable.• Friendly, calm and personable.• Patient, resilient and tolerant.• Sense of humour and always compassionate.	
Personal Circumstances	<ul style="list-style-type: none">• Ability to work flexible shift patterns.	