

## Job Description

Staffordshire University Services Ltd

### General Details

Job title:	Service User and Carer Coordinator
School/Service:	School of Health & Social Care
Normal Workbase:	Stoke campus (some travel to Stafford and Shrewsbury as required)
Tenure:	Temporary to cover Maternity Leave ( <i>*See Special Conditions</i> )
Hours/FTE:	Part time, working 22.2 hours per week (0.6 FTE)
Grade/Salary:	Grade 5
Date Prepared:	July 2020

### Job Purpose

The post holder will develop and strengthen the role of service users and carers within the School of Health and Social Care. In conjunction with the Associate Dean - Students, the post holder will be responsible for the provision of all service user and carer activity by effectively managing recruitment, induction, payment, ongoing support and evaluation of all activities carried out by service users and carers, liaising with external advocates for service users and carers as necessary, and ensuring all statutory body requirements are met.

### Relationships

Reporting to:	Associate Dean - Students
Responsible for:	Service Users and Carers

### Main Activities

1. To take responsibility for the day to day running of the Service User and Carer activities
2. To oversee and direct the work of Service Users and Carers within the School, liaising with academic, research and recruitment leads on a regular basis to ensure all activity requiring Service User and Carer input is achieved
3. Acting as the first contact point for Service Users and Carers, proactively responding directly to enquiries and forwarding general enquiries to the relevant member of academic/research/recruitment staff if necessary
4. Ensuring the recruitment process of Service Users and Carers is robust and dynamic, including leading on Service User and Carer recruitment campaigns and ensuring all necessary checks, training and inductions have been completed before any work is undertaken, including any updates as necessary
5. To ensure compliance in ensuring right to work checks are undertaken in accordance with the University's Right to Work policy and comprehensive records are maintained
6. Working with the Associate Dean - Students, take responsibility for effectively evaluating and evidencing the impact of all School Service User and Carer activity on the student, the staff, and the service user / carers themselves.

7. To lead on Service User and Carer conferences and events across the School of Health and Social Care
8. To lead on continuing professional development / induction sessions for all Service Users and Carers involved in activity within the School
9. Being responsible for a minimum of one annual meeting with each Service Users and Carer to review and evaluate their activity and for evidencing that this has been achieved
10. Working with the Associate Dean – Students, draft papers, and reports in response to annual quality monitoring requirements and regulatory body visits as necessary
11. To maintain own expertise and knowledge of good practice, keeping up to date with national directives and regulatory body requirements in relation to Service User and Carer activity through, for example, attending formal Service User and Carer CPD or conference events, and liaison with other organisations
12. Promotion and development of Service User and Carer activity within the School of Health and Social Care to ensure best practice
13. Contribute to the maintenance of a safe and healthy work environment within the School
14. To undertake any other duties as requested by the line manager

### Special Conditions

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such, appointment will be subject to the University being satisfied with the outcome of an enhanced check of criminal records via the Disclosure and Barring Service (DBS). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The post is to cover maternity leave and is therefore offered on a temporary basis for 12 months or the return of the post holder, whichever is earlier.

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

### Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by

Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You will work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

### Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Anna Richards, Service User and Carer Coordinator, Tel: 01782 292728, Email: [Anna.Richards@staffs.ac.uk](mailto:Anna.Richards@staffs.ac.uk)

### Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

### Guidance for Disclosure Applicants

Please note that, if offered this position, the appointment procedure requires an Enhanced level of Disclosure with the Disclosure & Barring Service (DBS) (formerly CRB) as detailed above in the enclosed job description.

Enhanced Disclosures are for posts that involve a significant degree of contact with children or vulnerable adults. In general, the type of work will involve regularly caring for, supervising, training or being in sole charge of such people.

A Disclosure is a document containing information held by the police and government departments. It can be used by employers to make safer recruitment decisions and is provided by the Disclosure & Barring Service (DBS), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including relevant cautions, convictions, reprimands, and warnings held on the Police National Computer (PNC). Depending on the level of Disclosure it might also contain information held by government departments and local police forces.

In applying for a Disclosure, the successful applicant will be provided with the relevant form and guidance notes supplied by DBS. The form must be completed and returned to Personnel Services together with various **original** documents confirming identity (full details will be provided at the time). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions, and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The completed Disclosure application form will be countersigned and forwarded to the DBS by Personnel Services.

The DBS will then undertake the necessary checks with the Police and other relevant authorities.

After all checks have been carried out, the DBS will send the Disclosure directly to the applicant, which will list any details obtained from those checks. This Disclosure must be presented to the Faculty to be scrutinised- details of whom this document must be presented to will be given at the time. In the event of the DBS check highlighting information held on any of the databases accessed, it may be necessary for a meeting to be convened with the successful applicant in order for an informed decision to be made as to whether or not this affects the offer of appointment. The final decision as to whether appointment can proceed will be made by the Director of Human Resources.

## Policy Statement on the Recruitment and Employment of Ex-Offenders

### Background

The first priority of Staffordshire University is the safety and welfare of children and vulnerable adults in our care, who use the services of the University or come into contact with members of the University. We intend to achieve this by exercising rigour and vigilance in employment-making; criminal record Disclosures are central to this.

Recipients of criminal record Disclosures must duly comply with the DBS Code of Practice as well as the University's policies and procedures. Disclosure information will be treated as sensitive personal data; recipients will follow the University's data protection and criminal record checking procedure when handling Disclosure information. The University will treat all applicants fairly judging people's criminal records on merit, in accordance with the law and in relation to the responsibilities of the post in question. The University will not subject anyone who discloses a criminal record to unfair treatment on the basis of convictions, subject to relevant legislation and reasonable judgement.

### Policy Statement

- As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
- Staffordshire University is committed to the fair treatment of its staff, potential staff, or users of its services, regardless of gender, race, nationality, religion or belief, disability, age, sexual orientation or trades union activity or offending background
- We have a written policy on the employment of ex-offenders which is available on the University's website
- We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and job descriptions will contain a statement that a disclosure will be requested in the event of the individual being offered the position
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Personnel Services at Staffordshire University, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process
- Disclosure is required for all reprimands, warnings, cautions and convictions that are not 'protected' as

defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions, and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions

- We ensure that those at Staffordshire University who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of the offences. We also ensure that they have received appropriate training and guidance in the relevant legislation relating to the employment of ex-offenders
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment

Having a criminal record is not necessarily a bar to working with us; this will depend on the nature of the position, the circumstances and background of offences.