

Integrated Service Co-ordinator Recruitment Pack

NLC 13 - £59,548 - £65,012

**WE'RE MOTIVATED
ARE YOU?
JOIN A TEAM
THAT ACHIEVES GREAT THINGS**

WORKHERE



It's an ambitious time for the council, our residents, our businesses and the people who work here.

If you're motivated, ambitious and driven by achievement, then come and join us. We want you to play a part in the regeneration and transformation of our towns and communities. At North Lanarkshire Council, we're full of energy and ideas to transform our towns and communities into vibrant places to live, work and visit. As Scotland's fourth largest local authority, we've got lofty ambitions, bags of determination and we're moving at a pace to generate real change in our communities and how we deliver services. We're providing services that enhance lives, communities and experiences of over 341,000 people living in the area.

There's a real story to tell about North Lanarkshire.

It's a place that is growing, changing, developing and thriving. The scale of change is vast. And the rate of change is considerable. However, we recognise that not everyone in North Lanarkshire is sharing equally in its successes.

Considerable challenges continue to exist, such as unacceptable levels of child deprivation, a growing demand on services such as health and social care and the visible and very real impact of inequity and inequalities on our communities. The Plan for North Lanarkshire was agreed by all Community Planning Partners. It's an

ambitious strategy which, by working with our partners, residents and businesses, aims to completely transform towns and communities, to make them better, more inclusive and happier places to live.

The Plan is underpinned by five priorities and 25 ambition statements with the aim of inclusive growth and prosperity for all, to bring equal benefits and a fairer distribution of wealth. We measure our progress through 28 health check indicators which track changes and trends to demonstrate whether The Plan and the activities and projects under the Programme of Work, are making a difference.

A new five-year strategic investment programme is underway to improve the region's physical and digital infrastructure and help create the right economic, social and community conditions that will enable businesses, local people and communities to thrive. It's about providing whole-family support locally when they need it so people can lead healthier, safer and more independent lives and in a way that addresses the impact of poverty and reduces inequality. The new programme of work will deliver care, supports and council services that will improve the lives of local people and improve their life chances. Making them healthier, wealthier, happy and more resilient.

Our priorities are clear. We want to:

- Improve economic opportunities and outcomes
- Support all children and young people to realise their full potential
- Improve the health and wellbeing of our communities
- Enhance participation, capacity and empowerment across our communities
- Improve North Lanarkshire's resource base

We know that we can only achieve the outcomes to meet these priorities by working together and by being focused on solutions. North Lanarkshire Council is high-performing but we can do so much more.

We have bright and determined people working here, that believe in what we do. If that sounds like you, then read on.

In this pack you'll find more information about North Lanarkshire, the relevant job description and links to other useful documents.

To be successful you'll need to be innovative, determined and resilient. You'll be prepared to do what it takes to deliver our shared ambition to make North Lanarkshire the place to live, learn, work invest and visit.

If you have all these qualities, we look forward to connecting with you.

BENEFITS

- Attractive pension and avc option
- 27 days annual leave and six fixed public holidays, rising to 36 days in line with service
- Flexible working
- Buy and bank leave scheme
- Cycle to work scheme
- Green Car Scheme
- Childcare voucher scheme
- Relocation policy

ABOUT US

77

Elected members

21

Wards

33

**Scottish Labour Party
councillors**

24

**Scottish National Party
councillors**

5

**Scottish Conservative
and Unionist councillors**

13

Independent councillors

1

**Scottish Greens
councillor**

1

**British Unionist Party
councillor**

Workforce

(Full-time permanent)

13,080

ABOUT NORTH LANARKSHIRE

Located in the very hub of the country with exceptional transport connections, we attract talent and business that has revolutionised North Lanarkshire into one of Scotland's fastest-growing economies (pre-pandemic).

We're Scotland's fourth largest council by population, covering around 181 square miles, stretching from Stepps to Harthill and from Cumbernauld to Wishaw. The council was formed in 1996 following local government reorganisation and includes the main towns of Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw, interspersed with many villages and hamlets, including places like Moodiesburn and Stepps, along the Northern Corridor.

With a population of around 341,000 people, we have a wide range of age groups living in the area, as well as diverse communities with a range of religions and cultures. We're also brimming with ambition, have stacks of resolve and are moving at pace to effect real change in our communities and how we deliver services. The council is investing billions of pounds over the next ten years to help create jobs and generate close to £1bn for the local economy. Reducing inequalities is central to our vision for a brighter, better North Lanarkshire and we're investing in new schools and community facilities as well as doubling our affordable

housing programme to build 6,000 modern homes by 2035.

Around £240million Glasgow City Region City Deal funding is helping to improve the road and rail transport network, create locations to attract business and industry that are relevant to our future economy, and maximise our greenspace for residents and visitors to enjoy. Embracing our shared vision for North Lanarkshire is crucial, particularly as we face challenges to make savings as local government budgets are reduced.

Being big and bold means attracting large international events to our area. We hosted the Glasgow 2018 European Sports Championships, showcasing our world-class venue in Strathclyde Country Park to a television audience of more than a billion people for the rowing and triathlon competitions, a role we fulfilled at the 2014 Commonwealth Games.

Creating modern, vibrant communities where people live, work and socialise is North Lanarkshire's shared ambition for the future.

£1104m revenue budget 2025/26

£660m capital budget 2028/29

£186m housing revenue 2026/27

£90m housing capital 2024/25



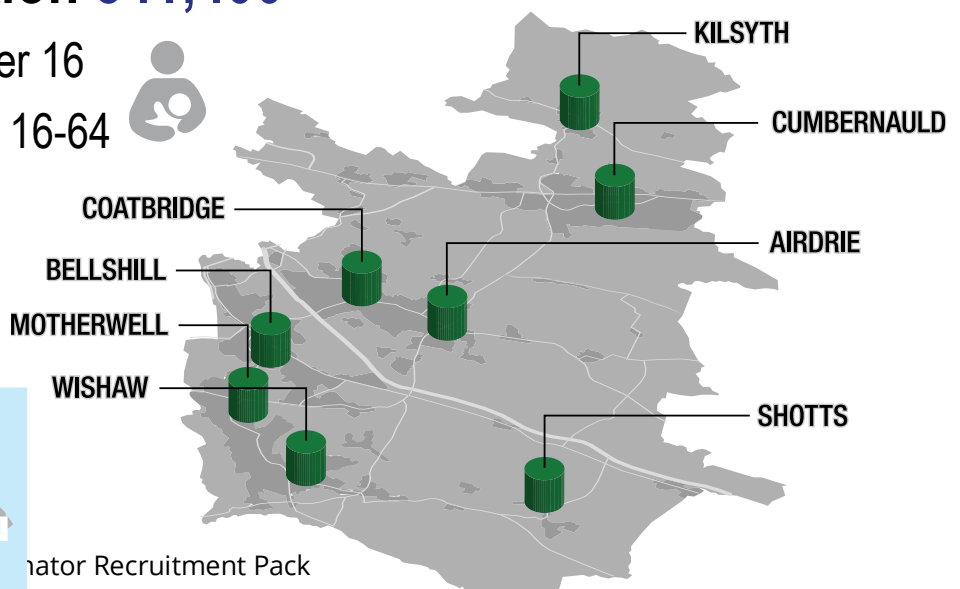
Population 341,400

17.7% under 16

64.5% age 16-64



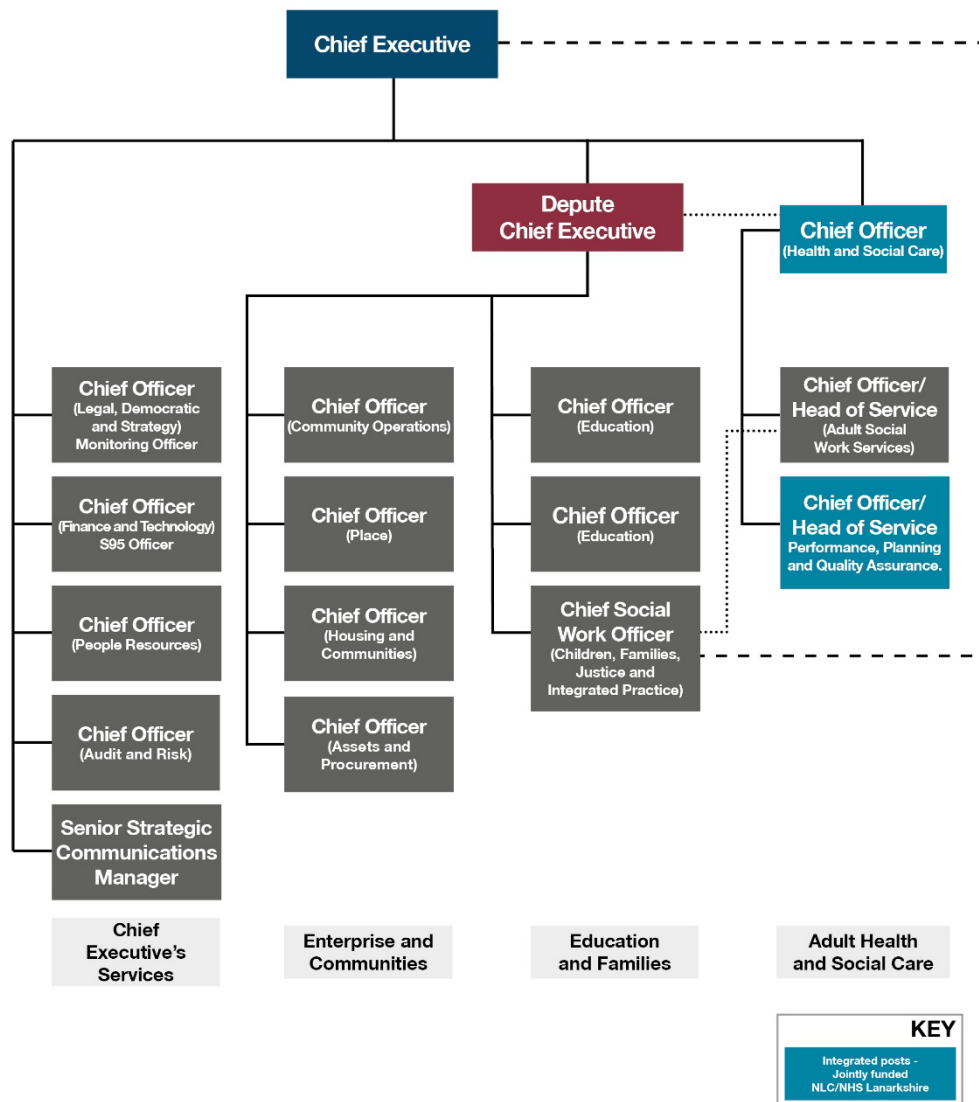
3.2% unemployment



Mayor Recruitment Pack

Organisational Structure

Organisational Structure (with effect from 1st April 2026)



THE ROLE

Integrated Service Co-ordinator

Service: Adult Health & Social Care

Division: Adult Social Work Services

Job Title: Integrated Service Co-ordinator

Responsible to: Locality Social Work Manager

Grade: NLC13

Conditions of Service: SJC

ROLE SUMMARY

To be responsible for the day-to-day management and administration of integrated health and social care day services and opportunities for older people, consistent with national standards, NHS Lanarkshire and North Lanarkshire Council procedures and policies. To promote an environment which will enable service users to maximise their potential for independent living.

MAIN DUTIES AND RESPONSIBILITIES

Managing Service Delivery

1. To co-ordinate day services and opportunities for older people.
2. To ensure that a co-ordinated approach is both promoted and implemented by the integrated day service, including management of health and social care staff in the Integrated Service management team.
3. To formulate and implement aims and objectives for the service in accordance with Council and NHS Lanarkshire policy.

4. To develop and manage new approaches to service provision consistent with national standards, Council and NHS Lanarkshire policies.
5. To promote anti-discriminatory practice.
6. To ensure the Integrated Service environment is appropriate and sensitive to the needs of service users.
7. To play a leading role in the development of alternative resources within the local community.
8. To be responsible for ensuring that the views of people who use the service, their carers and other linked professionals are taken into account where possible in relation to the services and care provided.
9. To be responsible for the development of support mechanisms for carers and relatives of service users.
10. To establish practices and activities within the Integrated Service which meet the assessed needs of the individual.
11. To establish and maintain effective communication systems to include appropriate I.T and information systems essential to the management of the Service.
12. To manage the development, implementation, monitoring and review of individual care plans consistent with care reviews.
13. To establish a procedure to sample for service quality, in consultation with people who use the service, their carer and where appropriate other linked professionals.

Managing Staff

1. To provide leadership, guidance and management to all staff in Integrated Service on day-to-day basis.
2. To work in partnership with other agencies, specifically NHS Lanarkshire and North Lanarkshire Council, to ensure that appropriate arrangements are in place for the development, supervision and organisation of all staff in the Integrated Service.
3. To work in close partnership with the manager of the day hospital service for frail older people.
4. To be involved in the supervision and support of students from health and social work agencies.
5. To be involved in the recruitment, monitoring and discipline of staff.
6. To implement effective systems to monitor managerial performance, quality assurance and accountability.
7. To support staff in the use of electronic systems and to be able to use current electronic systems effectively.
8. To ensure that all staff receive regular, documented supervision in compliance with the appropriate agency supervision policy.
9. To manage the professional development and training needs of staff utilising the appropriate agency employee development processes.
10. To be actively involved in the development, implementation and monitoring of the agency training plans and joint training plan where appropriate.
11. To manage absence according to the agency's policies.
12. To monitor and develop the role of the Locality Link Officer.

Managing Finance

1. To be accountable for, manage and operate budgets within the financial framework laid down and within the NHS Lanarkshire and North Lanarkshire Council's financial regulations.
2. To monitor ongoing expenditure and provide variance reports in relation to budget headings as required.
3. To ensure that staff operate financial systems in accordance with appropriate agency procedures.
4. To assist, when required, in preparation of revenue estimates.

Managing Resources

1. To provide a stimulating and comfortable environment that enables each individual who attends the service to reach their full potential in all aspects of their daily lives.
2. To maintain the building, to include a safe environment complying with Fire, Health and Safety Regulations and other legal requirements.
3. To manage the development of links between the Integrated Service, the local community, relevant statutory and voluntary agencies and any satellite services in the area.
4. To ensure compliance with the policies and procedures of NHS Lanarkshire and North Lanarkshire Council and relevant statutory responsibilities and plans.
5. To be responsible for the administration required for community groups using the facilities of the Integrated Service.

Personal

1. To advise of professional matters within the area of competence.
2. To maintain professional knowledge and skills, through participation in training, reading and other activities which promote self development.
3. To report to an identified Line Manager, or relevant external line manager in NHS Lanarkshire and North Lanarkshire Council in the event of issues of importance and/or concern.
4. To undertake such specific remits and functions as may be delegated by the aforementioned Managers.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS/TRAINING			
Professional qualification in social work, or associated field i.e. Diploma in Social Work, CQSW, SVQ Level IV or equivalent.	X		Verification of Qualifications/Application Form
Registration with professional body such as SSSC (Scottish Social Services Council) or Health & Care Professions Council (HCPC)	X		Verification of Qualifications/Application Form
Can demonstrate a clear commitment to continue professional development	X		Verification of Qualifications/Application Form
Management qualification or a commitment to work towards	X		Verification of Qualifications/Application Form
WORK EXPERIENCE			
Significant experience of undertaking a leadership role	X		Application Form/Interview
Significant experience of working with older people	X		Application Form/Interview
Evidence a clear understanding of policies, procedures and standards in relation to services for older people within own professional background	X		Application Form/Interview
Significant experience in management of staff and services	X		Application Form/Interview
Some experience of developing services for older people		X	Application Form/Interview
Extensive experience In both health and social care settings		X	Application Form/Interview

Experience of budget management/ control		X	Application Form/Interview
Experience of staff recruitment and selection processes		X	Application Form/Interview
KNOWLEDGE/SKILL/ABILITY			
Demonstrate a clear commitment to the development of partnership working and a good working knowledge of the current policies on developing services for older people	X		Application Form/Interview
Evidence a clear understanding of Adult Support & Protection legislation and associated local policies and procedures	X		Application Form/Interview
High standard of verbal and written skills with ability to write reports	X		Application Form/Interview
Excellent communication/ interpersonal skills	X		Application Form/Interview
Clear evidence of negotiation, team building and conciliation experience	X		Application Form/Interview
Clear evidence of leadership skills	X		Application Form/Interview
Ability to demonstrate a commitment to current national and local developments	X		Application Form/Interview
Sound knowledge and ability to assess, implement, monitor and review personal care/support plans	X		Application Form/Interview
Can demonstrate evidence of a partnership approach in working with service users, carers and other agencies	X		Application Form/Interview

Proven teamwork, time management and organisational skills	X		Application Form/Interview
Proven ability in developing and sustaining quality practice initiatives that meet individual needs and include measurable outcomes	X		Application Form/Interview
Evidence awareness of Council or NHS policy and procedures in relation to Health and Safety	X		Application Form/Interview
Knowledge of broader community care policy in Scotland		X	Application Form/Interview
Good computer skills		X	Application Form/Interview
Skilled negotiator		X	Application Form/Interview
A good knowledge of developing, alternative community support options will be advantageous		X	Application Form/Interview
PERSONAL QUALITIES/ ATTRIBUTES			
Enthusiastic, motivated and flexible style which encourages others	X		Interview
Positive attitude and approach to managing others with the ability to remain calm under pressure	X		Interview
Ability to work using own initiative and define workload priorities. Sound value base and commitment to the development of person-centred approach to services	X		Interview

Demonstrable ability to support staff through listening and engaging appropriately	X		Interview
A well organised person who can manage conflicting work deadlines effectively	X		Interview
An outgoing person able to make a positive contribution to the development of best practice within the integrated service team		X	Interview
OTHER			
Motivated to undertake training and to advance personal development	X		Interview
Satisfactory PVG scheme membership (Protected Adults) (application will be processed by the Council for successful candidates and must be attained prior to commencing employment)	X		

Useful Links

In the documents below, you will find more information about the council, its priorities and its policies. You can also visit the council website at <http://www.northlanarkshire.gov.uk> to find out more about what we do and the communities and partners we work with.

[We ASPIRE](#)

[- A Shared Ambition for North Lanarkshire](#)

[The Plan for North Lanarkshire](#)

Contact Details

For further information on the post, contact;
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