

Job Description PA Coordinator

Salary	O1
Hours	25 hours per week
Type of contract	Permanent
Location	The role is office based in Worthing, West Sussex. With some travel around Sussex and beyond.
Reporting to	Head of Direct Payments and Personalisation

Purpose of the role

The PA Coordinator is a key member of the Direct Payments team, responsible for building, managing and maintaining a comprehensive database of Personal Assistants (PAs) to support Independent Lives' Direct Payment customers.

The postholder will proactively source and recruit PAs to meet the specific needs of individual customers, raise awareness of PA work through community outreach and events, and act as the primary link between PAs, Direct Payment advisers and the customers they support. They will champion a positive, supported experience for all PAs associated with Independent Lives, ensuring compliance, ongoing development and strong working relationships.

Future potential to support with the training service delivery may become part of this role.

Overview

- Build, develop and manage a PA database including right to work checks, DBS records and training requirements
- Proactively source and recruit PAs to match the specific needs of Direct Payment customers
- Raise awareness of PA opportunities through community outreach, events, job fairs and partnership working
- Act as the key link between PAs, Direct Payment advisers, Recruitment Coordinator and customers, facilitating introductions and ongoing support
- Coordinate and facilitate PA engagement through digital platforms including Microsoft Teams meetings and WhatsApp group communications
- Monitor and support PA wellbeing and performance after placement, checking in to ensure positive working relationships
- Maintain compliance across the PA database, sending reminders for training renewals and documentation update

Key responsibilities and accountabilities

1. PA Database Management

- 1.1. Build and maintain a comprehensive, up-to-date database of Personal Assistants available to support Direct Payment customers
- 1.2. Ensure all PA records are complete and compliant, including right to work documentation, DBS checks and relevant training certificates
- 1.3. Implement and manage a system of automated or manual reminders for training renewals, DBS expiry and documentation updates
- 1.4. Ensure data is stored securely and in compliance with GDPR and Independent Lives' data protection policies
- 1.5. Regularly audit and quality-assure the database to maintain accuracy and reliability

2. PA Sourcing and Recruitment

- 2.1 Proactively identify and source PAs to meet the specific support needs of individual Direct Payment customers
- 2.2 Develop and implement creative strategies to attract new PAs to the database, targeting a wide range of potential candidates
- 2.3 Attend community events, job fairs and outreach activities to raise awareness of PA roles and opportunities
- 2.4 Build relationships with partner organisations – including Job Centres, schools, community groups and local employers – to widen the pool of available PAs
- 2.5 Promote PA opportunities through a range of channels including social media, community networks and events

3. PA-Customer Recruiting and Coordination

- 3.1 Work with Direct Payment advisers to understand customer requirements and support to source specific PA candidates.
- 3.2 Act as the go-between for advisers and PAs during the recruitment process, ensuring clear communication and a smooth transition
- 3.3 Follow up with sourced PAs/customers/advisers after placements begin to check that working relationships are developing well
- 3.4 Support the resolution of any early issues or concerns, escalating to the relevant adviser where appropriate

4. PA Support and Engagement

- 4.1 Establish and coordinate regular PA engagement opportunities, including Microsoft Teams meetings and WhatsApp group communications, so that PAs feel connected and supported
- 4.2 Act as a named point of contact and source of support for PAs associated with Independent Lives

- 4.3 Signpost PAs to relevant training, information and resources to support their professional development, ensuring all mandatory training is completed.
- 4.4 Foster a culture of belonging and support among the PA community, reflecting Independent Lives' values of inclusion and community
- 4.5 Gather feedback from PAs to continually improve the support and coordination offer

5. Partnership and Outreach

- 5.1 Develop and maintain effective working relationships with external partners including Job Centres, schools, community organisations and voluntary sector groups to promote PA opportunities
- 5.2 Represent Independent Lives at job fairs, community events and outreach activities to raise the profile of PA work
- 5.3 Identify and explore new opportunities for partnership working that could expand the reach of the PA recruitment offer
- 5.4 Contribute to communications and marketing activity relating to PA recruitment and the direct payments offer

6. Compliance and Quality Assurance

- 6.1 Ensure all PAs on the database have completed a right to work check, current DBS certificates and required training
- 6.2 Monitor compliance deadlines and proactively manage renewals and updates
- 6.3 Adhere to all relevant safeguarding, health and safety and organisational policies in relation to PA recruitment and management
- 6.4 Contribute to the continuous improvement of processes, systems and procedures within the direct payments service

7. General

- 7.1 The post holder is expected to work within and actively promote the mission, values and vision of Independent Lives to external stakeholders and staff members, and to comply with all Independent Lives policies and procedures.
- 7.2 Annual objectives will be set out for this role which will be used to monitor and evaluate performance within the appraisal system.
- 7.3 To maintain a professional knowledge and competence and attend relevant training as required.
- 7.4 Attend team meetings and supervision meetings with line manager.
- 7.5 Other tasks within the remit of the job may be required from time to time.
- 7.6 The job description will be kept under review to ensure that it remains up to date.
- 7.7 The job holder will be consulted about any proposed changes to the role

Person Specification

Experience	Essential	Desirable
Experience of working in a coordination, administration or support role within health, social care or the voluntary sector	✓	
Experience of building and managing a database or records management system	✓	
Experience of community outreach, engagement or awareness-raising activity	✓	
Experience of working with disabled people, carers or people accessing social care	✓	
Experience of partnership working with external organisations such as Job Centres, community groups or schools		✓
Experience of supporting or coordinating volunteers or a workforce of independent workers		✓
Experience of working within a Direct Payments or personalisation context		✓
Experience of event attendance or public-facing outreach work		✓
Values		
Community - Willing to adapt approach based on customer need	✓	
Innovative - Happy to make suggestions on how to improve the processes	✓	
Inclusive - Supportive of equality and diversity with the ability to promote an inclusive service and workplace	✓	
Excellence - Strong attention to clarity and detail and maintenance of accurate documentation	✓	
Skills, Knowledge & Aptitudes		
Strong organisational skills with the ability to manage a database and multiple priorities simultaneously	✓	
Excellent interpersonal and communication skills, both written and verbal	✓	
Ability to build effective relationships with a wide range of people including PAs, customers, advisers and external partners	✓	
Proficient in Microsoft Office including Word, Excel and Teams	✓	
Comfortable using digital communication platforms including WhatsApp and Microsoft Teams	✓	
Good understanding of GDPR and data protection obligations in a service delivery context	✓	
Good understanding of safeguarding legislation and practice in relation to adults	✓	
Understanding of right to work requirements and DBS processes	✓	
Knowledge of Direct Payments, personalisation and the social model of		✓

disability		
Knowledge of the local voluntary, community and social enterprise (VCSE) sector in Sussex & Wiltshire		✓
Qualifications		
Evidence of continued professional development relevant to the role	✓	
Relevant qualification in business administration, social care, community development or a related field		✓
Other		
Commitment to the values and mission of Independent Lives	✓	
Flexibility to work extended hours including evenings and weekends on occasions when required	✓	
Able to commute reliably to the head office and travel around Sussex for outreach and events	✓	
Well-presented and professional in approach	✓	