**Job Description and Personal Specification**

**Job Title:** LOA and Transfer of Care Hub link Coordinator

**Salary:** Scale 6 (£-pro rata)

**Hours:** 22.5 hrs per week

**Nature of contract:** Initial 12 months (subject to review)

**Responsible to:** Age UK Leeds Healthcare Services Manager

**Location:** St James University Hospital Leeds

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| **Leeds Oak Alliance** |
| Leeds Oak Alliance is fivecitywide charities working together to support people living with frailty and at the end of life and their carers.  **Shared Aims:**   * Improving information, support and care for people living with frailty and at the end of life and their carers. * Enabling all health and care partners to communicate with Leeds Oak Alliance (or its representatives) on strategic and operational matters affecting those living with frailty or at the end of life in Leeds. * Working towards better ways of sharing information between providers to ensure that wherever possible service users only have to ‘tell their story’ once. * Coordinating and sharing assessments   This post will be hosted by Age UK Leeds on behalf of the Leeds Oak Alliance. |

1. **Main Duties and Responsibilities:**

Leeds Oak Alliance Hub:

* Establish and maintain a good understanding of all five LOA partner organisations and the services they provide
* Establish close working links with stakeholders across LTHT and the people accessing services provided by the LOA Hub.
* To keep informed of new developments across the LOA partnership and on issues relating to older people city-wide
* Provide on-site information and assistance, signpost and refer on to LOA partners and the wider third sector
* Establish and maintain principles of good customer care, ensuring that feedback from clients is received, analysed and considered on a regular basis
* Maintain detailed, accurate records, both digitally and in hardcopy; to collect routine data for the monitoring and evaluation of the service; and to assist in producing reports, as required.
* Assist the Age UK Leeds Healthcare Services Manager by participating in audits, evaluation and analysis of the service, including user consultation, and making recommendations regarding the development of the service.
* Carry out regular internal reviews of the service provided by the LOA Hub as required.
* Develop LOA Hub services in response to feedback.
* Give talks and presentations to promote the Hub and LOA
* Represent the Leeds Oak Alliance at meetings and events as appropriate.

Transfer of Care Hub (TOC):

* Primary Third Sector representative with the TOC Hub (based within SJUH)
* Participate in daily MDT meetings (as required) – offering advice with regards to potential 3rd Sector community-based post hospital discharge interventions and coordinating referrals from the TOC to LOA partners
* Accept and process referrals from the TOC for LOA (third sector) support ensuring that all appropriate/relevant information relating to individuals is collated and shared in a timely manner
* Follow-up referrals made to confirm that proposed post-discharge support has commenced or is scheduled

1. **General Responsibilities:**

* Attend and participate in regular team meetings and organisational meetings
* Participate in regular supervision and personal development.
* Adhere to organisational policies and procedures relating to risk and personal safety
* Maintain appropriate professional boundaries at all times.
* Identify own training and development needs in conjunction with your Manager and participate in training opportunities as directed.
* Refer all safeguarding issues to the Age UK Leeds Safeguarding Lead.
* Work in accordance with health and safety at work practices at all times.
* Support Age UK Leeds approach to a broad, visible diversity and equality agenda and to ensure that all services take account of the needs of the whole community.
* Maintain awareness of other Leeds Oak Alliance partnership services and activities.
* Support individuals, families and carers through good communication and acknowledgement of the individual’s personal beliefs and identity
* Demonstrate care and compassion when dealing with individuals’ families and carers.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and the status of the post within the organisation.***

**Person Specification:** LOA Hub and Transfer of Care Hub link Coordinator

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| **Experience** | **Essential or desirable** | **Where/How assessed** | |
| **Application Form** | **Interview** |
| * Working alongside and in partnership with health and care, and 3rd sector organisations. * Experience of gathering information and making assessments of need. * Experience of coordinating services and support. * Using a client-centred approach to identify and meeting needs * Helping people by providing information, and emotional support * Working in a hospital or other health care setting | Desirable  Essential  Essential  Essential  Desirable  Desirable | X  X  X  X  X | X  X  X  X  X |
| **Knowledge and understanding** |  |  |  |
| * A broad understanding of issues faced by older people, people with long term health conditions, frailty, people at the end of life and carers * Understanding of the importance of information governance * Understanding of the importance of safeguarding processes * Broad knowledge of health and care services in the hospital and community | Essential  Essential  Essential  Desirable | X  X  X | X  X  X |
| **Skills and abilities** |  |  |  |
| * Excellent active listening skills that demonstrate respect, understanding and sensitivity * Excellent written and verbal communication skills * Ability to keep accurate records, including using a database, and be IT literate * Ability to create and deliver monitoring and progress reports * Ability to manage own workload and proven time management skills * Ability to work with people from diverse communities in Leeds | Essential  Essential  Essential  Essential  Essential  Essential | X  X  X  X  X | X  X  X  X |
| **Behaviours and Personal Attributes** |  |  |  |
| * Willingness to work flexibly in order to meet the requirements of the role * Willingness to actively participate in training and development opportunities * Commitment to equality of opportunities and supporting the diverse population of Leeds * Highly motivated and engaged | Essential  Essential  Essential  Essential | X  X  X  X | X  X |