Job Description and Person Specification

**Job Title:** Leeds Oak Alliance Hub Co-ordinator

**Salary: Scale 6 £24,799 Pro rata +Pension**

**Hours:** 28hrs per week

**Nature of contract: Funded** until 30th September 2020

**Responsible to:** Health Development Manager

**Location:** Leeds

1. **Main Duties and Responsibilities:**

* Establish close working links with stakeholders across LTHT and the people accessing services provided by the Hub.
* To keep informed of new developments and issues relating to older people, ensure that the Hub team is appropriately informed.
* To ensure that, at all times, team members adhere to the principles of good customer care, ensuring that feedback from clients is received, analysed and considered on a regular basis
* To ensure that records are maintained to meet quality standards and in accordance with the Data Protection Act.
* To prepare quarterly monitoring and evaluation reports to Leeds Oak Alliance Executive meetings
* To organise and plan staffing rotas for the Pod and be a first point of contact for the Pod staff.
* To provide additional staffing cover for the Pod if necessary
* To line manage and supervise staff from the Leeds Oak Alliance organisations delivering the service from the Pod
* To carry out regular internal reviews of the service provided by the Hub as required.
* To develop the role of staff involved in delivery of the service provided by the Hub and provide on-going and regular support and supervision
* To arrange and facilitate regular Hub team meetings.
* Responsibility for management of the Pod itself (e.g. cleaning, security, location)
* To develop Pod services in response to feedback.
* To give talks and presentations to statutory and voluntary agencies and groups to promote the Hub and Leeds Oak Alliance
* To represent the Leeds Oak Alliance at meetings and events as appropriate.

1. **Communication Responsibilities**

* Support team members through effective communication.
* 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.
* Maintain confidentiality of information at all times.
* Comply with legal obligations concerned by each individual organisations terms and conditions
* Communicate and support volunteers within their roles as appropriate.

**Leeds Oak Alliance:**

Leeds Oak Alliance is piloting a new service based at Leeds Teaching Hospitals Trust offering information, advice and support to people living with frailty, at the end of life and their carers identified in the hospital setting. The service will be run from a ‘Pod’, initially based in Bexley Wing, staffed from 10.30 – 3.30 pm Monday to Friday, although these times may change. There will be opportunities to run sessions from other locations within LTHT.

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