



JOB DESCRIPTION

Title:	Personal Independence Coordinator.
Reporting to:	PIC Team Leader
Responsible for:	PIC volunteers
Salary Range:	£26,227 FTE
Hours:	35 hours a week
Contract:	Fixed Term until July 2021
Pension:	Auto enrolment applies
Location:	Age UK Croydon, Central House, 2 nd Floor, 46 George Street, Croydon, CR0 1PB (most of the team are homeworking at present)

Context for the Role

In Croydon, health and social care providers and commissioners have agreed a whole system approach is required to transform the delivery of health and care services.

The One Croydon Alliance Partnership is made up of six organisations: Croydon Clinical Commissioning Group (CCG), Croydon Council, Croydon GP Collaborative, Croydon Health Services NHS Trust, the South London and Maudsley NHS Foundation Trust and Age UK Croydon.

One Croydon is a radically different approach to the funding and delivery of services designed to get the best value out of the health and care sectors in Croydon, whilst delivering the outcomes local people want.

Job Summary:

The partnership working of the Alliance is ground breaking in its complexity as it is developing transformational ways of delivering health and social care services. The Personal Independence Coordinators (PICs) will, therefore, be working within a complex and ever evolving environment and will need to be adaptable and innovative in their approach to their role.

PICs will work alongside health and care professionals, bringing together the local voluntary and community sector and health and social care organisations, to support people and represent the person's wishes.

Along with the core ICN team, the PIC's undertake a key worker role providing one to one support in the achievement of an individual's goals. A person centred approach is adopted ensuring that the wishes identified by the individuals themselves, so that independence can be improved or maintained, ensuring that that people have a stronger voice in relation to issues that affect their lives.

Main duties and key tasks:

- Understand and build relationships with services and community support.
- Support with referral demands across all PIC teams when required.
- To cover multi-agency team meetings ('huddles') located at GP practices within the Borough of Croydon as required. This will require the PIC to provide non-health and non-social care advice into the meetings, and taking appropriate referrals as and when required.
- To attend the ICN+ MDT meetings and allocation meetings when appropriate.
- To visit individuals, including people with mental health needs and, to undertake guided conversations to identify goals.
- To develop an action plan and coordinating tasks to be undertaken, liaising with relatives, carers and other involved agencies as agreed with the individual to ensure an integrated and personalised approach to care and support.
- Where a shared care plan is available, to ensure that the sections of the individual's plan relevant to the activities of the PIC are completed, take place as agreed and updated regularly using the agreed tools, e.g. CMC / My Life Plan.
- To assist individuals in overcoming the barriers that may occasionally arise in completing their identified goals.

- When allocated as the key-worker, to provide a central, continuous point of contact for the assigned person and their family/carers and the range of professionals involved in the care/action plan; and to escalate actions that have not been undertaken by professionals involved in the care/action plan to the professionals' line managers.
- To explore and build social networks for people to develop a range of activities which may include carer support, peer support, befriending, exercise, activity, and cognitive stimulation opportunities, also creativity, enabling people to pursue new and old hobbies.
- To act as the key advocate for the person and their family/carer in the successful navigation of complex health and social care systems.
- Working with the core ICN team and other statutory, voluntary and community organisations, to ensure referrals are made appropriately. Respond accordingly, maximising the availability of local resources.
- To understand and coordinate the range of specialist clinical and support teams in Croydon who can provide assistance to an individual and their carer or family.
- To liaise with other community services to ensure appropriate links are made.
- To supervise and help to train a team of volunteers working as part of the PIC team. Ensure appropriate understanding and awareness of all policy and risk assessment requirements
- To monitor people to identify any deterioration in both physical and mental health (signs of susceptibility) and wellbeing and to highlight any patterns or triggers.
- To provide accurate and timely performance reporting within the framework agreed by members of the Alliance
- To work within all policies and procedures of Age UK Croydon, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018
- To complete Risk Assessments as required
- To work flexibly and undertake other duties as deemed reasonable within the aims of the organisation.
- To identify own training and development needs and undertake appropriate training/education as required.
- To participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discuss.

- To attend all statutory and mandatory training as and when required to do so.
- To create and maintain records of actions taken in relation to people worked with, including regularly updating the organisation's database.
- To write case studies as required in accordance with organisational requirements.

Working conditions:

- Ability to travel around the borough in a timely manner as the role requires frequent travel to home visits and various meetings.
- This post will involve lone working and visiting people in their own homes including some exposure to dealing with difficult and emotional circumstances/situations.