##### JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Statement of Terms and Conditions or Contract of Employment of the post holder.

*The job as described will be reviewed on a regular basis to respond to the changing needs of the post and of the organisation.*

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| **Job Title:** | Older Peoples Case Coordinator |
| **Administrative Base:** | Age UK Berkshire, 119 London Street, Reading, RG1 4QA |
| **Working Base:** | Age UK Berkshire office at Huntley House, 119 London Street, Reading, RG1 4QA.  The post covers the area of NW and South Reading CCG locality |
| **Employer:** | Age UK Berkshire: Company No. 7928260, Charity No. 1146462 |
| **Hours of work:** | Full time 37.5 hours per week |
| **Salary:** | £22,000 to £23150.00 |
| **Responsible to:** | Services Manager |
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| **Terms and Conditions:** | All terms and conditions are in accordance with the standard terms and conditions of employment of Age UK Berkshire.  Details of these can be found in the Contract (Statement of Terms and Conditions of Employment). |
| **Special Conditions:** | Occasional evening and weekend work may be necessary, for which time off in lieu on an hour-by-hour basis is allowed. |
| Local travel during work will be required, for which a car is essential mileage expenses will be reimbursed. |
| The post is subject to a satisfactory Enhanced Disclosure and Barring Scheme check. |
| This post is offered as a fixed-term contract for 24 months in the first instance (subject to funding) |
| **Date this Job Description was last reviewed:** | October 2019 |

### JOB SUMMARY

**A key role supporting vulnerable older people:**

* **Enable older or vulnerable people to achieve positive wellbeing outcomes by helping them to manage their long-term health conditions and tackle social isolation by reconnecting them to their community.**
* **Assist older people in navigating health and, where appropriate, social care services**
* **To be a key part of the social prescribing team, sharing information and knowledge with the team.**

**Main Duties:**

1. To attend and represent Age UK Berkshire at meetings, including MDT Cluster, NCPG Meetings, working with GP’s surgeries, practice champions and social care to assist in the identification of socially isolated patients with long term conditions, especially older people at risk of reduced independence or at risk of unplanned hospital admission or readmission.
2. To add knowledge of community & voluntary organisations and support available from them to the social prescribing team by developing partnerships and managing a network of contacts.
3. To work with allocated patients using a Guided Conversation to help them identify their own needs[[1]](#footnote-1).
4. To co-produce a detailed action/ support plan to enable patients to achieve outcomes that improve their overall health and wellbeing. To carry out home visits, ensuring appropriate risk assessment and lone working policies are followed.
5. To work with people with a range of needs including social isolation, lack of engagement in their community, at risk of unnecessary admission to hospital and to care homes, and to include older people living with dementia, including their informal carers.
6. To ensure that detailed and up-to-date knowledge of community-based and other services are maintained; to include knowledge of access arrangements, eligibility criteria, and service content; to work with Age UK Berkshire and other social prescribing colleagues to keep such information updated.
7. To refer clients and support them if needed to access the services which are detailed on their support plan, support with decision making and self-care strategies.
8. When appropriate, to escalate support and refer to medical/health services including safeguarding,
9. Where clients may have complex needs and/or may be at risk of ‘falling between services’ as identified by the GP’s/ Social prescribing team, to facilitate holistic planning and coordinate input from the team.
10. To manage demand from patients in a sympathetic and appropriate manner, balanced with the needs of the whole service, empowering patients to improve their confidence.
11. Where required to accompany patients to access community, health and voluntary sector services.
12. To utilise appropriate tools to triage, record, prioritise and analyse needs in association with the patient and to ensure such information is appropriately collected, kept confidential and shared by informed consent.
13. To ensure the production of appropriate reports and management information to enable the services to be monitored, assessed and evaluated.
14. To self-manage workload and working times in accordance with the needs of clients and the service.
15. To undertake relevant training to maintain skills and knowledge necessary for this post.
16. To comply with all Age UK Berkshire policies and procedures and with all relevant legislation.
17. To carry out any other duties, commensurate with the rate of pay and grading, as may from time to time be assigned by the Directors of Age UK Berkshire.

**PERSON SPECIFICATION:**

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| **Experience** | Essential/ Desirable |
| Work in health or social care environments in direct contact with service users, in a paid or voluntary capacity | E |
| Customer/client care | E |
| Use of ICT systems to manage information | E |
| Work in Health Service, Hospital, Ambulance Service, Adult Social care or similar | D |
| Person-centred planning | E |
| Support of and work with older people | D |
| **Knowledge and understanding** | |
| An understanding of the needs of older people | E |
| An understanding of ‘typical’ long term health conditions faced by older people | E |
| Safeguarding to level 1 | E |
| Safe working practices in older people’s homes & in other organisation’s premises | E |
| An understanding of NHS services and systems and Adult Social Care services and systems | D |
| An awareness of welfare benefit and voluntary and community sector | D |
| Knowledge of Personalisation, Public Health & Preventative agendas | D |
| **Skills and abilities** | |
| High-level verbal and written communication skills with a variety of people | E |
| High-level skills and abilities in use of ICT systems | E |
| Use ICT systems as a management tool, to produce reports to assess the service | E |
| Prioritise workload to maximise utilisation while meeting customers’ needs | E |
| Measure customer/patient satisfaction and be able to react constructively to both positive and negative feedback | E |
| Work on own initiative, flexibly & to the needs of the organisation and service, including evenings and weekends as required | E |
| Work unsupervised to meet agreed targets and as part of a small team | E |
|  | |
| Minimum of Level 3 qualification in Health, Social Care, Information & Advice or gained through experience | D |
| Demonstrable commitment to continuing professional development | E |
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| Commitment to the values and ethos of Age UK Berkshire | E |
| Commitment to the principles of equality of opportunity and confidentiality | E |
| Car and driving licence | E |

In your application form, you should endeavour to clearly show as many of the ESSENTIAL (E) criteria above as is possible, in order to be short-listed for interview.

Where DESIRABLE (D) criteria are shown, interview questions and procedures will be set to bring out these criteria (i.e. you will be asked to demonstrate/prove those things); in particular, for any area described above as “proven” or “demonstrable”, we will require you to actively prove or demonstrate your experience, understanding, skills or ability in that area.

1. Age UK Berkshire use the Age UK Guided Conversation toolkit plus an enhanced Warwick-Edinburgh Mental Wellbeing Scale to assist self-identification of needs. Training is provided in use of these tools. [↑](#footnote-ref-1)