



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision

To make Bromley and Greenwich places where all can enjoy later life.

Mission

Age UK Bromley & Greenwich will listen to and collaborate with older people to ensure that they are fully represented in both boroughs. We will work with older people to enable, support, and connect. We will enable, promote, and respect older peoples' choices, independence, and well-being.

Values

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation, and society is enriched by its diversity.

Respect: We respect our staff, volunteers, and clients. We believe in their potential and will help them to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "Mark Ellison".

Mark Ellison
Chief Executive

Job Title: ICN Care Navigator Coordinator

Hours: 37.5 per week

Salary: £32,500

Location: The ICN Unit at Orpington Hospital with some travel to other sites

Reporting To: Deputy CEO

Job Purpose: The post holder will be based at the ICN Unit at Orpington Hospital and will manage the Care Navigators working across the ICNs. They will act as the hospital link for the team, working closely with staff on the Proactive and Frailty pathways to identify non-medical support needs. Before discharge they will offer advice, signpost to relevant services and help patients access support that promotes wellbeing, independence and reduces the risk of readmission.

Key Responsibilities

Care Coordination and Support

- Work with hospital-based colleagues at Orpington Hospital and the Princess Royal University Hospital (PRUH), including the Transfer of Care Bureau, OPAL team and St Christopher's Hospice staff, to identify patients needing non-clinical support.
- Liaise with community professionals such as GPs, social workers, therapists, mental health teams and voluntary sector organisations to ensure a joined-up approach to care.
- Hold guided conversations with patients to identify support needs and update care records, ensuring these are shared with the ICN multidisciplinary teams.
- Help patients understand their care options, access community services, and identify ways to avoid future crisis situations.
- Support patients whose needs may have changed during their hospital stay, including referrals for carers assessments and community care.
- Arrange Take Home & Settle support for eligible patients in coordination with the Hospital Aftercare Coordinator.

Team Management

- Lead, support and supervise the Care Navigation team, including recruitment, training, regular supervision and annual appraisals.
- Organise and chair weekly team meetings and promote a positive, learning-focused working culture.
- Develop a small team of trained volunteers to enhance the service.

Communication and Collaboration

- Act as the central contact point between the Care Navigation team and health and care professionals in hospital and community settings.
- Build strong working relationships with partners across sectors to ensure smooth information sharing and referrals.
- Maintain good communication with patients and their families and ensure any concerns or complaints are managed appropriately.

Data and Record Keeping

- Use the EMIS database (training provided) to track admissions and maintain accurate records of patient interactions and support plans.
- Provide written reports and case studies as requested.
- Attend MDT meetings and contribute to discharge planning where appropriate.

Service Improvement and Quality

- Identify service gaps or areas for improvement and share feedback with relevant partners.
- Encourage the Care Navigators to suggest service improvements based on their work with clients.
- Ensure compliance with policies on safeguarding, equality, confidentiality and health and safety.
- Carry out risk assessments as needed and ensure safe working environments for staff and clients.

Experience	Essential / Desireable
Significant experience (5+ years) in health, social care or voluntary sector roles involving direct contact with people	E
Experience of managing or supporting teams	E
Experience of working in health, social care or the voluntary sector, directly supporting people	E
Confident working with professionals across health and social care	E
Strong communication skills – verbal and written	E
Organised, reliable and able to work on your own initiative	E
Confident using Microsoft Office and digital record systems	E
Understanding of safeguarding and confidentiality	E
Empathy and respect for older people and their carers	E
Able to travel across the Bromley borough	E

Experience	Essential / Desireable
Management qualification or equivalent experience	D
Knowledge of services available to older people	D
Experience of writing reports or case studies	D
Understanding of long-term health conditions including dementia	D
Full UK driving licence	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Employee Assistance Programme: It is designed to help you with all of life's questions, issues and concerns. It offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862