

Recruitment Pack

Personal Independence Coordinator Team Leader (Full Time, 35 hours per week)



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To reach, involve, support, and connect people so they can age well in Croydon.

Equality and Diversity

Age UK Croydon is an equal opportunities employer and any discrimination or harassment on the grounds of colour, sex, race, nationality, religion, ethnic origin, sexual orientation, disability, marital status, domestic circumstances, trade union membership/non-membership, or age will not be tolerated.

Privacy Policy

As prospective employees of Age UK Croydon, we think it's important you know the types of data we process about you. Please click on the following link to find our Privacy Policy: <https://www.ageuk.org.uk/croydon/about-us/our-policies/>

Background Information

Age UK Croydon is one of the largest charities in Croydon and we have been representing the interests of older people across the borough for over 25 years.

We have an expert team of staff and volunteers who work together to deliver our extensive range of services and activities right across the borough. With services spanning information and advice, health, wellbeing, falls prevention, dementia support, one to one personal independence coordinators, befriending and social activities, Age UK Croydon offers a holistic solution for older people to access the services they require in one place.

OUR VISION

Valuing ageing, Improving Lives, Growing Communities

OUR MISSION

To reach, involve, support, and connect people so they can age well in Croydon.

OUR CORE VALUES are at the heart of how we work. They represent the feeling we want people to get when they work with us and they guide the decisions we make as individuals and as an organisation.

Integrity	We treat everyone equally and with respect
Inclusion	We work with people to ensure their independence
Trust	We're honest, truthful and can be relied upon
Compassion	We're warm and approachable
Continuous Improvement	We work in partnership with like-minded people

Our Strategy

Our previous strategy was developed in 2018 and during this time we have achieved several milestones.

- **Demonstrating effective collaboration** with our statutory and voluntary sector organisations through 'One Croydon Alliance' which is a pioneering programme to join up the health and social care system, to provide a more integrated, efficient, holistic, and people-centred system.
- **We launched several new initiatives** during the last few years to support older people. A key initiative has been the piloting of work in care homes to ensure that care home residents are supported and connected in the community.
- **Our Brigstock Road premises is now a community hub** every Monday, where community can drop in to get support through both statutory and voluntary organisations.

Our Strategic Objectives

- **Achieving sustained income growth**, focusing on unrestricted income, so that we can invest, innovate, and build capacity.
- **Expanding our reach in our community**, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups).
- **Working together to deliver a holistic client journey**, making every contact count, so that we can achieve our mission.
- **Building one diverse, skilled, and empowered team**. We will attract, retain, and nurture staff and volunteers, so that everyone fulfils their potential.
- **Becoming the organisation of choice** for funders, partners and as an employer.

How to Apply

Personal Independence Coordinator Team Leader

Salary £31,489 Full Time 35 hours per week

Do you want a job that makes a positive difference in people's lives?

Age UK Croydon's very successful PIC service for older people in Croydon is recruiting for a new Personal Independence Coordinator Team Leader.

If you are an enthusiastic, compassionate and person-centred individual with leadership experience, this could be the role for you.

PICs work alongside health and care professionals, adopting a multidisciplinary approach to working with people who have long term health and social care needs. The PICs provide critical links between formal health and social care services and the wider community support networks.

If you are passionate about making a difference to the lives of people in the community, and those who care for them and want to contribute to an organisation which is continuously striving to improve, then we would love to hear from you.

We are committed to providing a flexible and productive working environment for all employees. Evolving technology and communication platforms enable employees to work in new and different ways, where we can meet our stakeholder needs and continue to deliver against our charitable objectives. We recognise the importance of supporting employees to have greater personal choice and maintain a healthier work/life balance.

Full training will be provided; the important qualities we are looking for are:

- ☐ Excellent communication and listening skills
- ☐ A positive attitude and the ability to problem solve
- ☐ A cheerful, friendly and outgoing personality
- ☐ The ability to work flexibly, alone and as part of a team

To apply please visit www.ageukcroydon.org.uk for an application pack. You can also send an email to Executive.Assistant@ageukcroydon.org.uk to receive an application pack. **CV's will not be accepted.**

Please ensure that your application demonstrates how your experience, skills and abilities meet the criteria set out in the **Person Specification**. Please also ensure you complete the equal opportunities monitoring form. Completed application forms should be signed and sent to: executiveassistant@ageukcroydon.org.uk. Applications sent by post should be marked confidential and for the attention of:

Human Resources – Recruitment
Age UK Croydon
81 Brigstock Road
Thornton Heath
CR7 7JH

Closing date for applications: 9am Wednesday 12th November
Interview Dates: Tuesday 18th November

Job Description

Title:	Personal Independence Coordinator Team Leader
Reporting to:	PIC Service Manager
Responsible for:	PICs, Support Workers and Volunteers in your assigned network
Salary:	£31,489 per annum
Contract:	Full time
Pension:	Auto enrolment applies
Location:	Hybrid working, with regular travel in Croydon Office: Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

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 is a partnership between Southwest London Integrated Care System, Croydon Health Services NHS Trust, Croydon Council, Voluntary and Community Sector, GP Collaborative and South London and Maudsley NHS Foundation Trust.

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

The Integrated Neighbourhood Team (INT) programme across the borough supports the delivery of an integrated Croydon health and social care system where an individual can experience seamless services, make shared decisions and live well.

Job Summary:

The Team Leader will work alongside health and care professionals, adopting a multidisciplinary approach to working with older people who have long-term health and social care needs. Personal Independence Coordinators (PIC) provide critical links between formal health and social care services and the wider community support networks to provide a holistic integrated care programme. Partnership working with the One Croydon Alliance is ground-breaking in its complexity, as it is developing transformational ways of delivering health and social care services. The PIC Service works within One Croydon's complex and ever evolving environment and needs to be adaptable and innovative in its approach.

The Team Leader will provide line management and day-to-day support to the PIC Team who provide holistic, personalised support to enable older people to achieve their goals and remain as independent as possible. You will also carry a case load of your own.

The Team Leader will review progress of the team by monitoring caseloads, chairing team meetings, conducting case management and understanding how the service is delivered. They will report regularly to the PIC Service Manager. The Team Leader may be asked on occasion to deputise for the PIC Service Manager at meetings.

The Team Leader will play an important role in the development of the service, ensuring continuous improvement, working closely with the other Team Leaders, Team Managers and Service Manager. Service development is influenced by the wishes identified by the older people, so that independence can be improved or maintained, ensuring that people have a stronger voice in relation to issues that affect their lives.

Main duties and key tasks:

This role will be in addition to the current roles and responsibilities required of a PIC. You will balance the Team Leader role with PIC casework. The numbers of cases will be agreed with PIC Service Manager, but likely to correspond with other PICs on 2 days /week.

PIC Main Duties and Tasks:

- Attend multi-agency team meetings, known as Huddles, both online and in GP practices or other settings within the Borough of Croydon.
- Engage actively with multi-agency team meetings, providing relevant advice and support and taking appropriate referrals which meet the PIC Service criteria.
- Arrange to visit or phone people who have been referred and undertake an initial holistic and person-centered guided conversation with them, helping them to identify potential wellbeing goals.
- Confirm wellbeing goals and work towards them together with the person, by drawing up lists of enablers and actions needed to meet them.
- Coordinate actions identified, liaising with relatives, friends, carers, medical and social care professionals, other Age UK Croydon projects and any other relevant agencies, to ensure an integrated and personalised approach to care and support.
- Assist the person being supported to overcome barriers that may arise in completing their identified goals.
- Identify any initial risks to the person being supported, including the risk of falling or health deterioration, as well as safety risks in the home, and take action accordingly. Maintain awareness of possible risks at all times.
- Monitor, follow up and if necessary, escalate actions which have not been undertaken by professionals, in order to progress work towards goals.
- Support the person to apply for relevant financial support, welfare benefits and travel concessions, including Attendance Allowance, Taxicard and Dial-a-Ride.
- Where appropriate, assist people to build support networks and reduce social isolation through a range of options, including carer or peer support, befriending, exercise, group activities, clubs and the pursuit of new and old hobbies.
- Act as an advocate for the person and for their family or carer to help them navigate complex health and social care systems.
- Work with huddles and core INT teams, as well as other statutory, voluntary and community organisations, to refer people on to relevant services and support as required.

- Continually maintain and build knowledge of local statutory and voluntary support services in Croydon which can provide assistance to an individual and their carer or family.
- Where appropriate, enlist the help of a PIC support worker or volunteer to assist with working towards a person's goals.
- Create accurate, timely and thorough database (Charitylog) case notes for each person being supported, updating records constantly throughout the period of engagement.
- Work within all Age UK Croydon policies and procedures, ensuring that personal information remains confidential, and fully adhere to General Data Protection Regulations 2018.
- Attend all statutory and mandatory training as and when required. Identify own ongoing training and development needs, together with line manager, and ensure that these needs are met through appropriate solutions.
- Support the PIC Team to promote the service, including writing case stories and providing quantitative data as required.
- Engage with and support other Age UK Croydon services by giving and taking referrals, providing updates and useful information, and assisting in other ways as required.

Team Leader Main Duties and Tasks:

Managing people effectively

- To support each team member to provide person-centred and holistic support to older people and their carers, working alongside other practitioners and communities, holding own small case load.
- To carry out regular ESIs (supervisions) with the team, in accordance with AGE UK Croydon policies and procedures
- To hold regular case management with all members of the network team
- To cascade relevant information and updates from meetings to the team
- To work with the Service Manager to develop smart working practices within the team. This may include developing network teams, team rotas, lone working procedure, etc.
- To support and coordinate training for the team members enabling them to set and attain their own personal development. This may include delivering some training activities.
- To authorise travel or other expenses incurred by network team members during their work in accordance with AUKC policies and procedures
- To shortlist and interview applicants for posts within the PIC service

Monitoring and evaluating

- To provide accurate and timely performance reporting within the timeframe set by the Service Manager ensuring the team maintain accurate, up to date records and provide evaluation data as required.
- To produce reports as required and support the Service Manager to report on the service.
- To ensure both you and the team understands and complies with the agreed policies and practice of Age UK Croydon and those of the organisations within the partnership, including information governance, sharing protocols, health and safety, lone working and safeguarding vulnerable adult procedures.
- To report regularly to the Service Manager, including Safeguarding issues, complaints, updates on operational issues and how they were dealt with, summaries of team or external meetings, progress reports and other reporting as necessary.

Delivering a quality service

- To develop and maintain good working relationships with the wider local health and social care network and to develop a good understanding of the range of specialist clinical and service provider teams who can support individuals, their families or carers both within the borough. This may require presenting the service or case studies to these networks.
- To build relationships with GP practices and other external referrers.
- To undertake regular Independent File Reviews with the network team.
- To ensure, thorough spot-check assessments to ensure service obligations are being effectively met with high quality personal interventions clearly evidenced.
- To work flexibly and undertake other duties as deemed reasonable within the aims of the organisation.

Working conditions:

- The post requires the ability to travel around the whole borough in a timely manner with frequent travel to home visits and meetings.
- The post involves lone working and visiting people in their own homes and may at times involve dealing with difficult and emotional situations, although training and support is provided.

Person Specification

Title: Personal Independence Coordinator Team Leader

In order to meet the person specification, you will be able to demonstrate:

Personal Qualities	E =Essential D = Desirable
Drive, energy and enthusiasm	E
Friendly, empathetic and approachable	E
Self motivated and hard working, with a flexible approach	E
Committed to person centred working	E
Committed to working as part of a highly diverse staff and volunteer work force	E
Committed to the core values and objectives of the organisation	E
Experience and Knowledge:	E =Essential D = Desirable
Experience of successfully leading and managing a team	D
Good understanding of the issues affecting older people	E
Good understanding of the needs of older people	E
Excellent working knowledge of administration processes and systems	E
Excellent knowledge of IT systems including Excel, Powerpoint and Word	E
Good working knowledge of database working (preferably Charity Log)	D
Experience of risk assessment	E
Experience of compiling monitoring reports, reporting on quality and performance KPIs	D
Experience of problem solving and managing difficult situations.	E
Experience of supporting older people to become less isolated, retain independence and improve their health and well being	D
Experience in maintaining protocols and procedures to ensure quality standards and best practice in the field	E
Experience or knowledge of the health and social care sector	D
Good knowledge and understanding of health and social care policy	D
Skills and Abilities	E =Essential D = Desirable
Educated to at least NVQ Level 3 or equivalent	E
Excellent problem-solving skills	E

Excellent communication skills, both written and verbal and the ability to negotiate and network at all levels	E
Ability to analyse and process different kinds of information and data	E
Ability to work collaboratively and develop effective partnerships and relationships	E
Good time management and organisational skills, with strong attention to detail	E
Ability to demonstrate a commitment to a person-centred and holistic approach to supporting vulnerable people	E
Practical Considerations	E =Essential D = Desirable
Clean driving licence and access to a car	D
Ability to travel around the borough in a timely manner	E

This post is subject to a Disclosure and Barring Service check