

**JOB DESCRIPTION**

**TITLE:**  Macmillan Home Support Coordinator

**LOCATION:**  Age UK East Sussex Newhaven offices

**HOURS:** 7 hours

**RESPONSIBLE TO:**  Macmillan Team Leader

**RESPONSIBLE FOR:** Volunteers

**SALARY:** £13.94

**PURPOSE OF THE POST:**

To coordinate and develop the Macmillan Home Support Services (MHS) which provide practical and emotional support to people 55+yrs receiving cancer treatment. This service provides short term support for up to 12 weeks.

The services both operate 52 weeks in the year with the exception of bank holidays and referrals are taken 5 days a week between 9am - 5pm, Monday to Friday.

**DUTIES AND RESPONSIBILITIES:**

1. To work with the Team Leader and other members of the team to effectively promote the services to ensure that they are accessible to all people in later life who meet the service criteria.
2. To respond to referrals within 48 hours; conduct a needs and risk assessment in clients home and match a volunteer to provide practical and emotional support.
3. To maintain regular contact with the clients to ensure that services are meeting needs and expectations. The first call will take place at the end of the first visit with the volunteer. Further calls will be made every four weeks to determine if further assistance will be required.
4. To assist clients to access support and local opportunities by signposting and referring onto other relevant support services.
5. To ensure client support records are correctly logged and maintained.
6. To provide support to volunteers, carry out supervision and offer training opportunities.
7. To keep up to date with service developments and recommend improvements to the services on the basis of new innovation and good practice.
8. To work with staff in the other services across East Sussex to ensure that the services are co-ordinated, monitored and developed effectively.
9. To support the Health and Community Development Manager and Team Leader to conduct an annual focus group with volunteers, clients and carers to evaluate the service.
10. To ensure that all external complaints are logged and acted upon according to the complaints procedure.
11. To ensure all non-conformance (i.e. where the service does not meet the standards expected) are raised with the Team Leader.
12. To provide data needed for our funded, Macmillan Cancer Support

**OTHER:**

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
2. To undertake relevant training as required by the organisation and agreed with your line manager.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

|  | **Requirements:** | **Essential/ Desirable:** | **How Assessed:** |
| --- | --- | --- | --- |
| **Education/ Qualification** | NVQ Level 2 in Health and Social Care or equivalent experience | E | Application form |
| **Experience/ Knowledge** | Experience of working in a support/caring service for people in later life (paid or voluntary)  | E | Application form |
| An understanding of the issues that affect people in later life. | E | Interview |
| Experience of working or volunteering with the voluntary sector | D | Application form |
| An understanding of the needs and concerns of older people, services available to them and organisations that can assist them | E | Application form & Interview |
| An understanding of the issues around living with cancer | D | Interview |
| A good understanding of relevant health and social care services and housing provision for older people | D | Interview |
| Experience of working effectively with a range of voluntary, statutory and community organisations in a paid or voluntary capacity | D | Application form & Interview |
| **Skills and Abilities** | Good interpersonal skills and ability to listen to older people to identify their needs and wishes and arrange support in a sensitive and empowering way | E | Interview |
| Ability to complete and produce assessments | E | Application form & Interview |
| Good organisational and time management skills | E | Interview |
| Ability to work under pressure | E | Interview |
| Ability to work collaboratively and as part of a team | E | Interview |
| Ability to evaluate the effectiveness of interventions  | E | Interview |
| Proficient in the use of Microsoft Word and Outlook  | E | Application form & Interview |
| Good IT skills and ability to use IT systems | E | Application form & Interview |
| Presentation skills | D | Interview |
| **Other**  | Hold a current driving licence and have use of a car for work purposes  | E | Application form |
| Be able and willing to work flexible hours and on occasions able to attend meetings and other events | E | Application form & Interview |
| Appreciation of the need to consider Health and safety, Confidentiality, Equal Opportunities and Diversity issues | E | Application form & Interview |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

**Employee Name.............................................................................................................**

**Signature........................................................................................................................**

**Date...............................................................................................................................**