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| **Job Title** | Community Support Coordinator |
| **Team** | Out of Hospital (OOH) |
| **Salary** | £21,584 per annum (pro-rata for part time) |
| **Location** | Field based, throughout Gloucestershire in people’s homes.  Some home working as well as regular attendance at our offices in Barnwood or other Gloucestershire locations for meetings as required. |
| **Hours** | Up to full time available (37 hpw) but flexibility considered |
| **Reports to** | Out of Hospital Manager |
| **Works closely with** | AUKG Hospital Support Coordinator, Out of Hospital Admin Team, AUKG System Flow Support Team, AUKG Helpteam.  Adult health and social care practitioners as well as third sector partners and community agencies. |

Purpose

The purpose of this role is to support older people in their own homes by working with them to build their resilience and promote their independence over the longer term, following discharge from hospital, with the ultimate aim of reducing readmissions.

Successful people will be:

* Passionate about supporting and helping older people, recognising their individual strengths, circumstances and needs, and helping each person to achieve them.
* Innovative thinkers and able to use their skills and judgement to help recognise practical interventions to help people settle people back at home.
* Comfortable working in a community setting and ideally with some knowledge of the help and support available to older people in Gloucestershire (although training will be provided)
* Super organised and have the skills to manage a complex diary and caseload
* Able to utilise support, working as part of a close knit team as well as being confident in their own decisions.

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| **Main Tasks and responsibilities** |
| Visiting clients at their homes following discharge from hospital including, but not limited to:   1. Immediate resettlement:  * Safe home check/risk assessment * Provide food/provisions if necessary * Check medication delivery/collection arrangements are in place * Sign-post to other services and support  1. Ongoing support and resilience building:  * Identify what is important to the client in order to regain confidence and build resilience at home * Make appropriate referrals and signposting for ongoing well-being * Shape and jointly produce with the client a Support Plan for longer-term resilience * Keep complex/eligible cases under active review for up to 4 weeks * Liaise with other AUKG Services and partner agencies to meet support plan needs   Other miscellaneous CSC-related tasks/activities including, but not limited to:   * Undertaking ‘follow-up Welfare Calls’ for those clients with less complex issues following discharge from hospital * Maintain clear and accurate client records on our database and record outcomes * Contribute to induction and training of OOH volunteers * Participate in promotional activities to support OOH and AUKG * Attend OOH Team Meetings and undertake all appropriate & relevant training |

**Person Specification**

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|  | **Essential** | **MoA** | **Desirable** | **MoA** |
| **Qualifications** |  |  |  |  |
| **Attitudes** | Committed to working with older people  Committed to equality of opportunity  Ready and willing to learn new skills  Excellent interpersonal and communication skills | A I  I  A I  A I |  |  |
| **Skills** | Ability to work both as part of a team but also individually  IT literate, including using e-mail and e-calendars)  Good literacy and numeracy  Understanding of confidentiality in adult care  Understanding of Health and Safety regulations | A I  A I  A I  A I  AI | Experience of using Microsoft Office, in particular Word  Experience of using databases | A I  AI |
| **Experience** | Working directly with older people and responding to needs  Previous experience of working in a community setting  Working as part of a team  Working and liaising with external organisations or agencies  Experience of providing telephone-based support and/or interventions  Efficiently organising a complex personal workload | A I  A I  A I  A I  A I  A I | An understanding of adult social care | A I |
| **Other** | Willing to undergo a DBS check  Full UK driver’s licence  Access to an appropriate vehicle for business purposes | A  A  A |  |  |