



COMMUNITY SUPPORT COORDINATOR

Salary: £25,124 pa based on 37hrs

Weekly hours: Up to full time available (37 hours)
Part time and flexible working available

Location: Community-based throughout Gloucestershire, visiting older people at home.

Fixed term contract until 31st March 2025

Age UK Gloucestershire's vision is to make our county the best place in the UK in which to grow older.

We are recruiting exciting roles to help us do this. Do you have the skills and passion to join us?

Following discharge from hospital, our experienced, friendly team of Community Support Coordinators offer older people time to talk, listen actively to their situation to establish their needs, concerns and interests. They will provide a range of support and impartial information to help them to feel safe and comfortable in their own homes to build their resilience and promote their independence over the longer term, with the aim of reducing the likelihood of readmission to hospital.

To be successful in this role you need to be:

- Passionate about supporting older people, recognising their individual strengths, circumstances and needs, and helping each person to achieve them.
- A problem solver, who can provide person centred advice and understand people's individual situations and choices
- An innovative thinker, confident in their own decisions and able to use their skills and judgement to recognise practical interventions to help people settle people back at home.
- An empathetic listener, non-judgemental and able to help someone build confidence and resilience.
- Comfortable working in a community setting and ideally knowledgeable about local sources of support and the Health & Social Care pathway for older people in Gloucestershire (although training will be provided)
- Organised, a good record keeper and able to manage a complex diary and caseload
- Confident working alone in people's homes as well as enjoying being part of a supportive team.

MAIN TASKS AND RESPONSIBILITIES

Reports to: Out of Hospital Manager

Works closely with: Colleagues in the OOH Team, Hospital Support Coordinator and the Help Team. External partners such as adult health and social care practitioners, third sector partners and community agencies

Visiting older people at their homes following discharge from hospital including, but not limited to:

1. Ongoing support and resilience building:

- Make phone calls and home visits following discharge in order to identify what is important to the older person to regain confidence and build resilience at home
- Make appropriate referrals and signposting for ongoing well-being
- Shape and jointly produce with the older person a Support Plan for longer-term resilience
- Keep complex/eligible cases under active review for up to 4 weeks
- Liaise with other services at the charity and partner agencies to meet support plan needs
- Work with volunteers to provide ongoing support for up to a further 4 weeks

2. Other miscellaneous tasks/activities including, but not limited to:

- Undertaking 'follow-up Welfare Calls' for those older people with less complex issues following discharge from hospital
- Maintain clear and accurate records on our database, record outcomes, write case studies - in compliance with GDPR
- Contribute to induction and training of volunteers
- Participate in outreach and promotional activities to support the team and the charity
- Attend Team Meetings and undertake all appropriate & relevant training and continuous professional development
- Regular office presence to support service delivery

Other requirements

- All candidates will need to be **eligible to work in the UK**
- **Access to a car** for work purposes and a **full driver's licence** – the role is community based and requires travel to locations throughout Gloucestershire which may not be easily accessible by public transport.
- Due to the nature of our work, successful candidates will require an **enhanced DBS check, 2 satisfactory references** and will need to complete a full application form providing details of employment history.

In return, we can offer great benefits, flexibility and the chance to be part of a growing local charity, which is making a difference to thousands of older people across Gloucestershire.

How to Apply

Please complete the attached Expression of Interest form. Once completed, please email the form to sscrivens@ageukgloucestershire.org.uk

Age UK Gloucestershire values equality and diversity, and welcomes applications from candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Age UK Gloucestershire, in compliance with the Equality Act 2010, will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourages applications from these candidates. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

The logo consists of a yellow trapezoidal shape pointing to the right, with a purple triangle pointing downwards from its bottom edge. The text "We're an Age-friendly Employer" is written in a bold, sans-serif font inside the yellow shape.

**We're an
Age-friendly
Employer**