

Personal Independence Coordinator

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

The Integrated Care programme (ICP) is a free service designed to support older people aged 50+, and their carers', in East Lancashire.

The service is aimed at coordinating support from a wide range of voluntary, health and social care service providers for those living with long-term health conditions and complex needs.

The job, in a nutshell

As a Personal Independence Coordinator, you'll be supporting people in their own homes, helping individuals to identify what they need and create a personalised plan enabling them to self-manage their long-term health conditions and enhance their independence.

You'll work with a wide range of health and social care professionals and understand their roles to ensure client needs are met sustainably, with the aim of improving wellbeing, reducing loneliness and increasing Independence.

There is a large element of lone working, case management and administration involved in the role.

What you'll do for us / The Job

Working as part of a multi-disciplinary team

You'll collaborate with Health & Social Care professionals and Voluntary agencies to coordinate and enable access to services, and report back on the progress you have made.

As a member of the Integrated Neighbourhood team, you will represent the service at various network meetings and events.

You will develop and maintain up to date knowledge of services available in the area and highlight any gaps in service to your manager.



Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have an enhanced DBS check.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Personal Independence Coordinator

Working in a person-centred way/ communication

Working with the client and their carer or family, in complex situations, you will visit them in their own home and complete a (guided) structured assessment process to determine what is needed.

Using a coaching and mentoring approach, you will develop a support plan, liaising with others involved, as agreed with the individual; ensuring an effective, integrated and personalised approach to care and support is provided to achieve successful outcomes for the individual.

The role requires you to explore and build social networks for the individual, offering a range of relevant activities to meet their needs e.g., peer support, befriending, exercise, social groups, digital inclusion, footcare, health & social care appointments and opportunities to maximise income.

Planning/Administration.

You will be responsible for managing your own diary, appointments and effective case management, ensuring all actions and case notes are accurate and up to date.

You will complete referral forms to external agencies ensuring referrals are made appropriately and timely on behalf of the client, you'll also be trained to fill in some age-related benefit application forms.

You'll be accessing and inputting comprehensive information and data, maintaining client records and retrieving information using the Age UK Lancashire database, in an accurate and timely way.

Working Safely/Safeguarding

As a lone worker you will be responsible for your own and your clients Health & Safety and adhering to the Service Risk Assessment protocols, including reporting any safeguarding observations. You must complete all required mandatory and role specific training and remain up to date on changes to policy and guidance.

Key Relationships

- ✓ working with complex case managers, Integrated therapy teams, GP's, Adult social Care, District Nurses, intensive home support service, Intermediate care assessment teams and a range of other health and social care professionals
- ✓ Other Personal Independence Coordinators within the team
- ✓ Working closely with the ICP service manager.

Customer Quote:

"I honestly did not expect any of what they had to offer. From the day they came to visit mum at home and discuss any options available I felt a massive weight lifted"

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Must have

- ✓ Knowledge or experience of Health & Social Care
- ✓ Customer focussed approach with a caring & empathetic attitude.
- ✓ Digital skills to enable you to manage your time efficiently and effectively, including Microsoft applications such as Outlook and Excel and everyday use of laptop and smartphone devices.
- ✓ Confidence to collaborate with other Health & Social care professionals, including GP's
- ✓ Excellent communication skills, both verbal and written, with an ability to build relationships internally and externally
- ✓ Effective planning and problem -solving skills
- ✓ Ability to work alone and in a team
- ✓ Ability to maintain professional boundaries

Great to have

- ✓ Experience of networking in the community
- ✓ Experience of Multi-disciplinary working or working in Health & Social Care
- ✓ Knowledge of and ability to use assessment tools
- ✓ Knowledge & experience of completing forms for welfare benefits available to older people
- ✓ Collaborative working with community teams
- ✓ Experience/knowledge of Safeguarding, Health & Safety and Equality and Diversity

Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

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