

# SERVICE COORDINATOR

## Short term Help and Support Service

### 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.

If you come and work with us, you'll join colleagues who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

### What you'll be a part of

Joining a thriving organisation, you'll be part of a team of around 240 Colleagues and 110 Volunteers who deliver services such as Support In The Community, Information & Advice, Home Help, Short Term Help and Support, Digital Inclusion and Retail. We'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

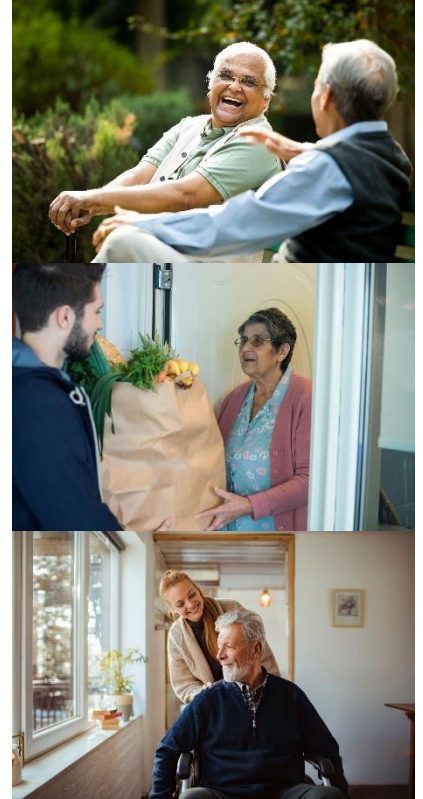
The Short-Term Help and Support Service is delivered across Lancashire supporting approximately 8500 customers with over 30,000 hours of practical and emotional support. Forming part of the Intermediate Care System, the Service promotes independence and faster recovery from illness or following a significant life event which requires urgent support. Individuals benefit from take home from hospital and/or home visits to support a range of tasks which prevent hospital admission or readmission, with practical and emotional support to promote recovery.

Your work will include time spent within local hospitals, in the community, and at our Age UK Lancashire offices.

### The Job

As a Service Co-ordinator, your main responsibility is to promote independent living and coordinate support services for adults using our service. You will manage a team of wellbeing workers, scheduling and overseeing their work and providing supervision. Your role involves identifying and referring service users to appropriate services and ensuring follow-up actions are complete. Monitoring the progress of referrals and the work done to support clients is essential.

You will be responsible for accurate documentation and timely updates in paperwork, monitoring, and databases. Engaging with service users during hospital visits, arranging home visits, and conducting phone calls are part of your role. The job is predominantly office based and occasionally you will transport patients' home from hospital ('Take Home and Settle') and conduct home visits using your own car.



### Employee Quote

*"I think the  
culture at AUKL is  
very good,  
everyone is happy  
to help and able  
to have  
constructive  
conversations"*

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## Hospital Aftercare Service

Effective communication and collaboration with hospital, community, and health and social care staff is crucial. Building partnerships with other organisations and promoting the service is an important aspect of your role.

Monitoring and reporting progress through accurate data input and timely communication forms part of your responsibilities. You will manage staff absences and act as the main point of contact for hospital staff utilising the referral pathway.

Attending meetings to advocate for the service and undertaking other necessary duties to support the Service complete your role as a Service Co-ordinator.

### Key Relationships & Stakeholders

- ✓ Wellbeing workers
- ✓ The wider Hospital Aftercare Service team, consisting of the Service Manager, Service Coordinators, and Wellbeing Workers.
- ✓ Hospital NHS and Social Care teams
- ✓ Community organisations
- ✓ Other Age UK Lancashire teams

### What we are looking for

As a Service Coordinator you will be **managing a team** whilst balancing a **referral caseload** therefore, strong **time management** and ability to prioritise is essential.

We are looking for someone who **understands the needs** of older people or other vulnerable groups, with specific **experience** of promoting independence, health, wellbeing and social inclusion.

As every day will be different, you'll need to make choices to determine the best options for our service users and Wellbeing Workers. You will be their **first point of contact**, therefore, **effective decision making** and **problem-solving skills** are key.

**Communication skills** are crucial part of your role as you coordinate the Wellbeing Workers activity and work allocation. You'll liaise with various departments and organisations to suit your service users' needs, therefore communicating clearly via telephone and email is a must.

Your strong **IT skills** will enable you input data accurately and concisely on internal CRM and hospital systems, alongside Microsoft office applications.

**Annual leave:** 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

**Driving:** To be successful you will require a full driving licence and access to a suitable car

**DBS:** Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

