

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Coordinator, Collaborative Care Team
Reporting to (Job Title):	Wellbeing Integration Lead
Organisation:	Age UK Northamptonshire
Salary:	£26,782.08 per annum
Place of work:	Locality covered: Kettering & District Office Base: Waterside House, Nene Business Centre, Station Road, Irthlingborough, NN9 5QF
Hours of work:	37 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) check & Satisfactory References.	
Purpose of the Job:	<p>As a Community Support Coordinator you will work in a task centred way primarily with older people who are at risk of hospitalisation or becoming dependent upon statutory and/or institutional care.</p> <p>Working alongside GPs and other Community Health professionals you will be responsible for undertaking comprehensive holistic assessments of older people, usually in their own homes, to create personalised care plans which will assist the person to live well in their own environment, manage their long-term conditions, reduce isolation, and improve their general wellbeing and quality of life.</p> <p>You will coordinate and direct the team to carry out work in support of identified actions required to meet the need of older individual.</p> <p>You will promote the work of the Collaborative Care Team and Age UK Northamptonshire, across the locality and will be responsible for developing and maintaining good working relationships with GPs, other health professionals and service providers within the locality.</p> <p>You will be responsible for ensuring all patient identifiable information is stored and disposed of appropriately, and that Information Governance and Confidentiality procedures are adhered to.</p>
Main Tasks and Responsibilities:	
<ul style="list-style-type: none"> • Carry out visits to individuals' homes to undertake a holistic assessment of individual's needs, and to agree with them the course of action that is to be taken and delegate tasks to the Community Liaison Worker and Administrator • Have access to own car and be able to travel from visit to visit across the locality. To include wider travel in the County as and when required if appropriate. 	

- You will monitor and co-ordinate referrals to ensure patients within the locality receive excellent and timely support.
- You will have the ability to develop and maintain close working relationships with other health and social care partners in the locality and ensure open and clear lines of communication are consistent.
- To attend Multi-Disciplinary Team meetings to discuss referrals and ongoing work relating to patients/clients and individuals.
- A good understanding of services available within the community and within the health service is essential.
- Attend networking events and consortiums in promotions of the Collaborative Care team and Age UK Northamptonshire as an organisation
- Support individuals within the community to be able to remain as independent as possible within their own home and reduce the risk/need of crisis support.
- Work alongside families and an individual's wider support network, ensuring their choices, needs and support within their own home are met as a long-term plan.
- Support individuals to access existing social groups and events taking place within their communities.
- To support individuals with arranging house clearance and cleaning, provision of items to meet basic needs such as emergency food parcels, supporting individuals with housing, finances, medication and follow up appointments.
- Document and monitor aspects of patient co-ordination and service delivery, supporting data collection and audit using the organisational database, clinical systems, excel, word, outlook, and office 365.
- Maintain an individual case load whilst working cohesively alongside other Age UK Northamptonshire teams and partner organisations, supporting a collaborative approach
- To contribute to the ongoing improvement of the service by sharing ideas and feedback from yourself and those you support
- To undertake risk assessments if required.
- To have an excellent understanding of Safeguarding and to identify and report any Safeguarding Issues and situations in line with legislation
- To be aware of other services provided by Age UK Northamptonshire, to undertake assessments for these services, and to make onward referrals.
- To visit clients in their own homes in order to monitor the service and re-evaluate goals if appropriate, or to make telephone check calls in order to offer short term support on a more intensive basis

- Responsible for planning and organising day-to-day duties of the team, (liaising as necessary with the Wellbeing Integration Lead), with clear focus on achieving client goals and objectives.
- Promote and encourage good team working relationships and carry out tasks to support the administrator and Community Support Link worker when required.
- To provide supervision and one to one support to the team including the Community Liaison Worker, Administrator, and volunteers on a regular basis, and to keep accurate records of these meetings.
- To complete monthly reports as required by Age UK Northamptonshire and its funders, in order to evidence the compliance with stated targets and key performance indicators.
- To identify gaps in service and with support from the Wellbeing Integration Lead plan ways in which these can be filled.
- To attend training and meetings appropriate to the position either face to face or via TEAMS
- Responsible for ensuring all patient-identifiable information is stored and disposed of appropriately, and that Information Governance and Confidentiality procedures are adhered to.
- To promote the work of the Collaborative Care, Hospital Discharge & Community, Age Well and SPRING Teams both internally and externally, and work towards ensuring staff feel a part of Age UK Northamptonshire, and not just the service within which they are employed.
- In consultation with the Wellbeing Integration Lead, to play an active role in staff and volunteer recruitment, retention, training, and development.
- Hold regular team meetings to monitor and review client work
- Responsible for ensuring that staff timesheets and expense claims are completed in a timely and accurate way in order to comply with internal payroll procedures.
- Monitor and manage team holidays, absences, and sickness records.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Criteria	Desirable / Essential	Application Form / Interview/Test
<p>Education & Training</p> <ul style="list-style-type: none"> • Professional qualification in Health or Social Care • Car driver with access to own vehicle (no more than three penalty points) 	<p>D</p> <p>E</p>	<p>AF</p> <p>AF / I</p>
<p>Results Driven</p> <ul style="list-style-type: none"> • Shows a readiness to make decisions and commit to a course of action • Understands the need to consult with managers and to be accountable • Motivated by challenge and sees problems through to their conclusion • Recognises own personal and professional limitations • Committed to achieving targets and meeting KPI requirements • Ability to confidently develop and encourage service promotion and awareness 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
<p>Team Effectiveness</p> <ul style="list-style-type: none"> • Displays collaboration and builds alliances encouraging others to work together effectively in support of the organisational goals and objectives • Commitment to staff development 	<p>E</p> <p>E</p>	<p>AF / I</p> <p>AF / I</p>
<p>Customer Focus</p> <ul style="list-style-type: none"> • Experience of working with older people • Knowledge and understanding of the problems older people face • Knowledge of working within the voluntary sector • Two years' experience of care / support work • Demonstrates ability to work in a non-judgemental manner • Dedicated to meeting the expectations and requirements of the service, developing, and maintaining effective relationships, and building trust. • Demonstrates effective problem-solving skills • Good understanding of GDPR and Safeguarding Legislation • Good understanding of professional boundaries 	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>I</p> <p>AF / I</p> <p>AF / I / T</p> <p>AF / I</p> <p>AF / I</p>
<p>Communication</p> <ul style="list-style-type: none"> • Always communicates clearly and accurately • Listens to others and absorbs information 	<p>E</p> <p>E</p>	<p>I</p> <p>AF / I</p>

<ul style="list-style-type: none"> • Computer literate, able to utilise IT skills to enhance service delivery • Displays the ability to work in a professional manor 	E E	I / T I
Influencing <ul style="list-style-type: none"> • Gains clear agreement and commitment from others by persuading, convincing and negotiating • Able to instil motivation in others, both clients and colleagues 	D E	I AF & I
Planning and Organising <ul style="list-style-type: none"> • Plans ahead and works in a systematic and organised way. • Follows directions, procedures, and policies 	E E	AF AF
Alignment and Compliance <ul style="list-style-type: none"> • Aligned to the values, culture, and mission of the charity • Knowledge of working within the voluntary sector 	E D	I AF / I
Leading and Supervising <ul style="list-style-type: none"> • With the support of the Wellbeing Integration Lead assist with the overall management responsibility for the local delivery of service • Prepared to take control, exercise leadership, initiate action, give direction, and take responsibility 	E E	AF & I AF & I
Prepared By: Amy Shelton	Date: 2/5/2023	
Authorised By:	Date:	

AF – Application Form I – Interview T – A written test will form part of the interview process