

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Community Responders Triage Coordinator
Reporting to (Job Title):	Wellbeing Integration Lead
Grade:	£14.31 per hour
Hours of Work:	Evenings, weekends and bank holidays on a set rota. 1 x 30 hour per week post
Place of Work:	Lotus House Northampton (countywide service)
Purpose of Role:	The Community Responders Team provides a flexible and personalised response service offering support for vulnerable people aged 18yrs + living in the county of Northamptonshire. This service supports the NHS and the Urgent Care Model and works in partnership with community health services to provide low level support to people in their own homes to prevent unplanned hospital admissions. Community Responders is not an emergency service and does not provide any medical assistance. You will: Work in a task centred way primarily with Community Health professionals (virtual care team & community nursing teams) who identify individuals suitable for the service. You will be responsible for coordinating referrals into the service for people aged 18+ who require one-off support in their own homes. You will identify and deploy a suitable volunteer into the community to carry out the assigned. This could include and is not exhaustive to, collecting emergency medication and prescriptions, collecting and delivering falls equipment and aids, supporting with a fallen patient using appropriate lifting equipment, collecting and delivery point of care testing kits, completing welfare checks and providing reassurance visit for up to 2 hours whilst waiting for emergency care. When an appropriate volunteer is unavailable or additional support is needed you will be required to attend community support visits yourself. Triage and assess incoming referrals directing them to the most appropriate team where volunteer support is not appropriate. You will be required to work closely with our community teams and our partners within health, social care and other VCSE organisations. You will be responsible for ongoing recruitment and management of a team of volunteers across the county of Northamptonshire. 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.
Main Tasks:	You will work in support of a 7 day a week service which operates from 10am to 10pm and includes bank holidays.

	• You will work to a set rota and should be able to work flexibly to support sickness and absence when required. • You will be the first point of contact for all new referrals into the Community Responders Team covering Northamptonshire. Undertake referrals to the service via telephone, email and live form submission and delegate to an available volunteer. • You will liaise with the referrer to discuss patients' needs and triage and/or assess accordingly should volunteer support not be appropriate You will then refer or signpost to the most appropriate team, and or organisation. • To monitor and coordinate referrals to ensure that they are attended to in a timely manner. • Maintain close communication with volunteers during and after visits to monitor their wellbeing and to offer support and supervision when required. • To provide one to one support to volunteers following visits to understand any current or emerging needs of the person supported. • To provide updates as required during the visit to the referring organisation. • Provide follow up calls to the person supported and their carer/family post visit to discuss onward referrals as appropriate and to obtain service feedback. • To action any referrals for ongoing support in the community liaising with Age UK Northamptonshire teams and other external organisations. • Provide final reports on all referrals to the referring organisation detailing volunteer visit and any actions taken as and when required. • To action any safeguarding concerns raised during a volunteer visit. • To undertake risk assessments if required. • Monitor and manage volunteer rota to include availability and holidays. • Recruit and retain volunteers. • To work in collaboration with the Volunteers Manager to support DBS applications. To ensure volunteers complete an induction to the service and all training is completed as required. • Be responsible for ensuring that volunteer travel expense claims are completed in a timely and accurate way to comply with internal payroll procedures.
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	• Document and monitor aspects of service delivery, supporting data collection and audit using the organisational database, excel, word, outlook, and office 365 to include monthly reporting to senior manager and partners. • 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. • Attend networking events and volunteer recruitment events in promotions of the Community Responders service and Age UK Northamptonshire as an organisation. • To attend training and meetings appropriate to the position either face to face or via TEAMS • To support the development of the countywide Urgent Care Response Model and its delivery. You will be based at Lotus House in Northampton to support live handovers, and patient pathway care planning. • Maintain effective communication and deal in a professional, helpful, and sensitive manner with patients, carers, colleagues and other agencies by telephone and face to face • Maintain all office systems, both electronic and hard copy, ensuring that the service runs smoothly by having well planned and organised administrative systems and processes in place. • To represent and incorporate the organisation's mission and values in your role on a day-to-day basis • To maintain a database of clients and monitoring systems to enable reports to be produced for Age UK Northamptonshire and external funders • Have a good understanding of professional boundaries. • To carry out other duties appropriate to the post.
The tasks and responsibilities shown above are not exhaustive, and should be regarded only as a guide. The post holder 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 post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.	

Person Specification

Community Responders Triage Coordinator		
Person Specification:	Essential/ Desirable	Assessed by
Competencies:		
Education & Training - Educated to A level of equivalent - Relevant Professional Qualification - Car driver with access to own vehicle (no more than 3 penalty points)	D D E	AF AF AF & I
Results Driven - 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	E E E E	AF & I AF & I AF & I AF & I
Team Effectiveness Displays collaboration and builds professional relationships encouraging others to work together	E	AF & I
Customer Focus - Experience of working with vulnerable people - Knowledge and experience of working within health, social, and voluntary care sectors - Demonstrates ability to work in a non-judgemental manner - Dedicated to meeting the expectation and requirements of the service, developing and maintaining effective relationships, and building trust	E D E E	AF & I AF & I I AF & I
Communication - Always communicates clearly and accurately - Listens to others and absorbs information - Computer literate, able to utilise computer skills to enhance service delivery	E E E	I I AF
Influencing - Able to instil motivation in others, both clients and colleagues - Able to empower individuals to make informed choices about their health and wellbeing to enable them to live safely and independently.	D E	I AF & I
Planning and Organising Plans ahead and works in a systematic and organised way	E	AF

Follows directions, procedures, and policies	E	AF
Alignment and Compliance - Aligned to the values, culture, and mission of the charity - Aligned to the objectives and vision of the Community Responders service	E E	I I
Leading and Supervising - With the support of the Wellbeing Integration Lead assumes overall coordination responsibility for the local delivery of service. - Experience of managing volunteers - Prepared to take control, exercise leadership, initiate action, give direction, and take responsibility	E D E	AF & I AF & I AF & I
Prepared By: Amy Shelton	Date: 24/10/2024	
Authorised By:	Date:	

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