

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Coordinator, Collaborative Care Team
<b>Reporting to (Job Title):</b>	Senior Coordinator
<b>Organisation:</b>	Age UK Northamptonshire
<b>Salary:</b>	Band 5 £22,323.60 per annum
<b>Place of work:</b>	<b>Locality covered: Kettering</b> <b>Office Base:</b> Waterside House, Station Road, Irthlingborough NN9 5QF
<b>Hours of work:</b>	30 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) check & Satisfactory References.	
<b>Purpose of the Job:</b>	<p>As a 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 as part of the wider Agewell team 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 work in collaboration with a Primary Care Network Team to coordinate referrals, in support of identified actions required to meet the needs of older individuals and their families.</p> <p>You will promote the work of the Collaborative Care Team, Agewell 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>
<b>Main Tasks and Responsibilities:</b>	
<ul style="list-style-type: none"> <li>Carry out visits to individuals' homes to undertake a holistic assessment of an individual's needs, and to agree with them the course of action that is to be taken.</li> <li>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.</li> </ul>	

- You will monitor and co-ordinate referrals to ensure patients within the locality receive excellent and timely support.
- You will work in collaboration with the wider PCN team, to support with referrals, Frailty Clinics, MDTs and attend weekly/monthly team meetings.
- 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.
- A good understanding of services available within the community and within the health service is essential.
- To undertake any other training which is relevant to your role and overall service delivery.
- Attend networking events and consortiums in promotion of the work carried out by the Collaborative Care team, Agewell and Age UK Northamptonshire.
- 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 to monitor the service and re-evaluate goals if appropriate, or to make telephone check calls to offer short term support on a more intensive basis
- Responsible for planning and organising your day-to-day duties and maintain a well organised workload, with clear focus on achieving client goals and objectives, liaising as necessary with the Senior Coordinator and the PCN lead/manager.
- Promote and encourage good team working relationships and carry out tasks to support the

wider team both in the PCN and the organisation.

- To complete monthly reports as required by Age UK Northamptonshire and its funders, to evidence the compliance with stated targets and key performance indicators.
- To identify gaps in service and with support from the Senior Coordinator and PCN Lead/Manager to plan ways in which these can be filled.
- To attend training and meetings appropriate to the position either face to face or via TEAMS.
- To undertake low level equipment prescribing training
- To carry out mobility aids and adaptations assessments
- Responsible for ensuring all patient-identifiable information is stored and disposed of appropriately, and that Information Governance and Confidentiality procedures are adhered to.
- To support an integrated approach in your work, and work in collaboration with colleagues across health, social and voluntary care sector services, ensuring excellent communication.
- Attend regular team meetings to monitor and review client work.

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
<b>Education &amp; Training</b> <ul style="list-style-type: none"> <li>• Professional qualification in Health or Social Care</li> <li>• Car driver with access to own vehicle (no more than three penalty points)</li> </ul>	D E	AF AF / I
<b>Results Driven</b> <ul style="list-style-type: none"> <li>• Shows a readiness to make decisions and commit to a course of action</li> <li>• Understands the need to consult with managers and to be accountable</li> <li>• Motivated by challenge and sees problems through to their conclusion</li> <li>• Recognises own personal and professional limitations</li> <li>• Committed to achieving targets and meeting KPI requirements</li> <li>• Ability to confidently develop and encourage service promotion and awareness</li> </ul>	E E E E E E E	AF / I AF / I AF / I AF / I AF / I AF / I AF / I

<ul style="list-style-type: none"> <li>Have the ability to use own initiative in urgent or emergency situations</li> </ul>		
<b>Team Effectiveness</b> <ul style="list-style-type: none"> <li>Displays collaboration and builds alliances encouraging others to work together effectively in support of the organisational goals and objectives</li> <li>Commitment to personal development within your role</li> </ul>	E  E	AF / I  AF / I
<b>Customer Focus</b> <ul style="list-style-type: none"> <li>Experience of working with older people</li> <li>Knowledge and understanding of the problems older people face</li> <li>Knowledge of working within the voluntary sector</li> <li>Two years' experience of care / support work</li> <li>Demonstrates ability to work in a non-judgemental manner</li> <li>Dedicated to meeting the expectations and requirements of the service, developing, and maintaining effective relationships, and building trust.</li> <li>Demonstrates effective problem-solving skills</li> <li>Good understanding of GDPR (General Data Protection Regulation) and Safeguarding Legislation</li> <li>Good understanding of professional boundaries</li> </ul>	E  D D E E  E E E	AF / I  AF / I AF / I I AF / I  AF / I / T AF / I AF / I
<b>Communication</b> <ul style="list-style-type: none"> <li>Always communicates clearly and accurately</li> <li>Listens to others and absorbs information</li> <li>Computer literate, able to utilise IT skills to enhance service delivery</li> <li>Displays the ability to work in a professional manner</li> </ul>	E E  E E	I AF / I  I / T I
<b>Influencing</b> <ul style="list-style-type: none"> <li>Gains clear agreement and commitment from others by persuading, convincing and negotiating</li> <li>Able to instil motivation in others, both clients and colleagues</li> </ul>	D  E	I  AF & I
<b>Planning and Organising</b> <ul style="list-style-type: none"> <li>Plans and works in a systematic and organised way.</li> <li>Follows directions, procedures, and policies</li> <li>Excellent time management</li> <li>Have the ability to work unaided</li> </ul>	E E	AF AF
<b>Alignment and Compliance</b> <ul style="list-style-type: none"> <li>Aligned to the values, culture, and mission of the charity</li> <li>Knowledge of working within the voluntary sector</li> <li>Good understanding of community health services</li> </ul>	E D	I AF / I
<b>Leading and Supervising</b> <ul style="list-style-type: none"> <li>Prepared to take control, initiate action, and take responsibility</li> </ul>	E  E	AF & I  AF & I

<b>Prepared By:</b> Hannah Hassall		<b>Date:</b> 15/07/2025	
<b>Authorised By:</b>		<b>Date:</b>	

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