

Job Description

Job title	Area Co-ordinator
Hours	20 hours over 5 days (Mon-Fri_9am-5pm)
Salary	£14,019.51 per annum
Team/department	Living Well at Home Service
Base	Home, with expectation that majority of time will be spent in the community around the Greater Nottingham area with attendance at AUNN office locations required.
Reporting to	Care and Support Manager

Working for Age UK Notts

At Age UK Nottingham & Nottinghamshire everything we do contributes to a better future for older and/or vulnerable people.

We raise millions of pounds worth of benefits each year, provide information and advice to help people make informed decisions, we keep people safe, warm and well at home, and help them to address loneliness and social isolation. Our front-line services are backed up by first-rate infrastructure functions and excellent governance to deliver a quality experience that really makes a difference to the 20,000+ people who use our services each year.

With a powerful commitment to high standards, effective delivery, and hard work, our staff and volunteers change lives.

We look for skilled, talented, and dedicated people to be part of our teams and this Job Description outlines what you can do to contribute to our achievements.

The job, in a nutshell

Our Area Co-ordinators support and supervise a small team of locally based Living Well Assistants who provide practical, person-centred support to older and vulnerable people in their own home to enable them to live safely, and independently in comfort. Area Co-ordinators are often the first face-to-face contact for new clients and provide an important link between the office-based team and the Living Well Assistants working in the community. Please note the Living Well at Home Service is a non-regulated service that does **not** provide personal care or medication support.

Key responsibilities and tasks

Client Contact

- Conduct assessments and create support plans which meet the needs of each client
- Review support plans annually to check for change in needs
- Arrange and conduct quality assurance spot checks in client's home following service delivery
- Resolve any low-level issues or concerns when they are raised to ensure client satisfaction
- Provide Living Well Assistant cover on occasions when all other cover options have been exhausted

Relationships

- Develop and maintain positive professional relationships with individuals, families, carers and other professionals.
- Develop supportive relationships with colleagues whilst also providing oversight culminating in the provision of regular supervision
- Work flexibly as part of a team to deliver high-quality support services, including liaising between the team of Living Well Assistants and the management of the service.

Record Keeping

- Create weekly rosters for the available Living Well Assistants to ensure smooth service delivery
- Maintain accurate and timely records on Charity Log (our CRM) for recording visit and assessment and support planning information for each client
- Become familiar with the supervision and annual review processes for charity staff
- Follow organisational policies, procedures and relevant legislation at all times.

General

- Always respect service user confidentiality
- Promote the Living Well at Home service, including leaflet drops.
- To carry out the work within agreed times, guidelines and to standards set by Age UK Nottingham & Nottinghamshire
- Any other duties concerned with the supervision of Living Well Assistants as directed by the Care and Support Manager

Standard responsibilities applicable to all staff

- **Safeguarding** – keeping older and/or vulnerable people safe is of the utmost importance and there are specific policies and procedures you will be expected to know and follow.
- **Health and safety** – you should be responsible for your own health and safety and mindful of that of others. All policies and procedures should be followed at all times.
- **Equality, diversity, and inclusion** – we recognise and celebrate the diversity of our staff, volunteers, and the wider communities. All policies and procedures should be followed at all times.
- **Quality assurance** – achieving and maintaining recognised and quality standards is an integral part of our offer to the wider community.
- **Upholding our values** – our values are Respect, Integrity, Kindness and Compassion, and Inclusion (known as 'RIKI'). All staff are expected to display these values with each other, and with the people we support at all times.
- **Providing wider support for the Charity** – all staff are expected to support our efforts to fundraise through raising awareness of opportunities and sharing information. Staff and volunteers are welcome to participate in events.
- **Other reasonable duties** – other duties and tasks commensurate with the role may be required of the postholder.

Performance measures

The following measures will be used to assess performance in this role:

- Any quality-of-service issues identified to be escalated to Care and Support Manager to ensure service oversight is maintained
- Formal Supervisions undertaken every 12 weeks with all Living Well Assistants in the area team
- Any serious issues raised during a supervision by a Living Well Assistant to be escalated to Care and Support Manager
- All support plans created for clients to be of an excellent standard so that anybody accessing them can immediately understand what the client's needs are and what support has been planned
- Evidence of promoting independence, choice, dignity and wellbeing in creation of support plans and service delivery.
- 100% of concerns, incidents and safeguarding issues reported in line with procedures and timescales.

- No missed visits or welfare checks due to poor rostering or without appropriate escalation

Relationships

- Positive feedback from individuals, families and professionals.
- Professional and respectful relationships always maintained.
- Effective team working demonstrated through communication and cooperation with colleagues and a good-working staff/supervisor relationship
- No substantiated complaints relating to conduct or behaviour or the breaching/crossing of boundaries

Record Keeping and Compliance

- 100% of visit records completed accurately and on time using Charity Log
- Record keeping meets organisational and audit standards.
- Compliance with policies, procedures and mandatory training requirements.
- Attendance and punctuality standards maintained.
- No serious data protection or confidentiality breaches.

How the role is delivered

At Age UK Nottingham & Nottinghamshire, we have a Competency Framework which underpins our approach to staff and volunteers.

Core competencies (these apply to all staff at Age UK Nottingham & Nottinghamshire):

- Teamwork
- Customer focus
- Values based practice
- Quality and Compliance
- Record keeping
- Planning and organisation

Role specific competencies applicable to this role:

- Relationship Management

- Compliance
- Administration
- Quality Management
- People Management
- Safety and Incident Response
- Person Centred Practice

These competencies are embedded in the Job Description and Person Specification. To perform well in this role, these are the competencies we expect you to possess.

Working requirements and conditions

- Digital Equipment and support will be provided to enable effective remote working.
- Attendance at team meetings, training sessions, or events will be required.
- This role requires you to have an enhanced DBS check with adult barred list, and associated costs will be met by the employer.

Person Specification

Job title	Area Co-ordinator (Rushcliffe)
Band	Band E
Team/department	Living Well at Home

Requirement	Essential / Desirable
Knowledge and Experience • Experience of supporting older, vulnerable or disadvantaged people in a paid, voluntary or personal capacity. • Understanding of person-centred support and promoting independence. • Awareness of safeguarding principles and the importance of maintaining confidentiality. • Awareness of maintaining professional boundaries • Previous supervisory or team co-ordination experience • Awareness of the importance of following lone working procedures • Previous experience working in domiciliary care, home support, social care, health care or community services (this is not a care worker role) • Experience of supporting individuals to access community activities and services. • Experience of using electronic care management or recording systems.	Essential Essential Essential Essential Essential Essential Desirable Desirable Essential
Skills and Abilities • Excellent communication and interpersonal skills. • Ability to build positive and professional relationships with individuals, families and other professionals. • Fit and able to carry out practical tasks if needed • Ability to work independently and use initiative while recognising when to seek support. • Ability to maintain accurate records using digital systems and mobile applications. • Ability to create work rosters using digital system • Good organisational and time management skills.	Essential Essential Essential Essential Essential Essential Essential

• Ability to adapt support to meet the changing needs of individuals. • Level 2 Qualification in Health and Social Care (or equivalent). • First Aid qualification.	Desirable Desirable
Personal Qualities • Compassionate, caring and respectful approach. • Commitment to promoting dignity, choice and independence. • Reliable, trustworthy and professional. • Patient, empathetic and non-judgemental. • Flexible approach to working hours for providing cover for periods of leave and/or illness	Essential Essential Essential Essential Essential
Other Requirements • Full driving licence • Access to a vehicle for work purposes	Essential Essential