



JOB DESCRIPTION

Connect Coordinator

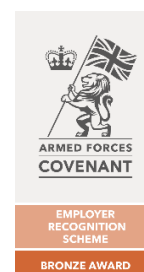
Post Title:	Connect Coordinator	Salary:	£20,930.13 per annum AUNN Band D
Department:	Health & Wellbeing Services	Hours of Work:	37 hours per week
Responsible to:	Senior Operational Manager (Health & Wellbeing)	Tenure:	Fixed term until September 2026
Based:	Home and field based (to cover South Notts and Mid Notts, geographical area to be agreed.)	Date of issue:	January 2024

PURPOSE OF THE DEPARTMENT/SERVICE

The Age UK Connect Service provides short term support to people to help improve health and wellbeing and maintain independence. The service is aimed at people at risk of losing or reducing independence due to age, mobility, disability, long term health conditions or bereavement. The service age group is 18+ with priority given to older adults and adults with long term conditions, low and moderate learning disabilities, autism, and neurodiverse conditions and acquired brain injuries. Face to face and telephone support is given via trained staff and volunteers, although self-management and empowerment are at the core of the service. The service is delivered throughout Mid and South Nottinghamshire.

PURPOSE OF THE POST

The key purpose of this role is to provide direct brief intervention and short-term support and empowerment to people to help maintain their independence in the community. A range of tasks will be undertaken including helping people complete forms, support with phone calls, provision of advice and information both verbally and with relevant literature, introductions to social activities, signposting and referring to other local internal and external services, helping people find and maintain appropriate accommodation, establish safety and security at home, address fuel poverty, obtain aids and adaptations, access appropriate benefits and individual grants, encourage healthy lifestyles, address falls prevention and continence issues, and improve life, employment and social skills.



KEY DUTIES & RESPONSIBILITIES

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude, and behaviours in your work role.

Communication and Customer Service (C&C)

1. Through conversation with a person face to face or remotely (persons preference), complete a holistic assessment using a mobile device.
2. Provide guidance to enable people to make informed decisions and choices.
3. Provide quick and simple early solutions to issues affecting people where possible. Where there is a more complex need or more sustained work is required provide short term support.
4. Support individuals to set up peer support networks and contact with friends, family, and neighbours.
5. Attend all meetings and training events as required.
6. Accurately logging relevant information on our charity log database.
7. Support (when necessary) the Connect administration office by way of answering the referral telephone line and supporting with any other office duties where appropriate.

Planning and Organisation (P&O)

1. Be responsible for planning and undertaking visits, arrange and prioritise own caseload to meet targets.
2. Keep diaries / planners updated each week and keep the administrative office informed of any changes to it.

Recording & Monitoring (R&M)

1. Maintain accurate and professional case notes daily using an internal database system (Charitylog).
2. Adhering to the Age UK Notts Data Protection procedures maintain all other relevant records pertaining to each person supported, where possible on Charitylog

Quality (Q)

1. Attend SPECAL dementia awareness sessions.
2. Attend Learning disability / Neuro diversity awareness training.
3. Follow service, quality processes and company policies.
4. Be alert to all current issues involving the Connect service and attend regular supervision sessions.

Charity Focus (CF)

1. Positively network with relevant local agencies and promote the service professionally where opportunity arises to ensure targets are met.

2. Promote public health campaigns and encourage people to take advantage of these.
3. Promote Age UK Notts internal services where appropriate and relevant.

Team Work (TW)

1. Work with volunteers to support persons where appropriate.
2. Take reasonable care for own safety while working in the community and comply with lone working procedures.
3. Attend and contribute to team and service development meetings.

Specialist Knowledge (SK)

1. In conjunction with the person, assess risks involved in supporting them within and outside his/her home.
2. In conjunction with the person agree and review an individual support plan (ISP) which is person centred and outcome focussed.
3. Where required, accompany people to activities in the first instance to enable them to gain confidence to continue to attend independently.

Charity Responsibilities - Standard Clauses

Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality, Diversity and Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).

- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.

Name of Employee:

Signature of Employee:

Date:

Name of Supervisor:

Signature of Supervisor:

Date:



Person Specification Connect Coordinator

Please indicate on enclosed application form evidence to show why you fulfil each individual point below:

Essential Requirements

1. To have an awareness of the issues and practical difficulties affecting people at risk of losing their independence. (SK)
2. Ability to visit and assess a person's needs in their own home in a friendly manner, with sensitivity and respecting boundaries. (C&C)
3. Proven ability to empower and encourage people to identify and self-manage their needs. (C&C)
4. Ability to demonstrate a good knowledge of local services to support people to remain independent. (Q)
5. Good communication skills, planning and time management skills. (C&C, P&O)
6. Experience of working effectively and in a complementary way with a wide range of organisations. (CF)
7. Good IT skills with the ability to use an assessment tool on a mobile device, keep accurate paper and computer-based records, and produce clear and concise written reports and figures. (R&M)
8. Ability to effectively plan and organise your workload, using your own initiative to ensure a reliable service delivery is achieved and that deadlines are met. (P&O)
9. Ability to work dynamically as part of a team and achieve results in a busy environment. (TW)
10. To have knowledge and understanding of Equality and Diversity issues and a commitment to implement that Age UK Notts Equality and Diversity policy. (CF)
11. To hold a full driving licence and access to a car.* (P&O)

Desirable Requirements

1. Previous experience of working with people in the community. (SK, CF)

**Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



Summary of Main Conditions of Service Connect Coordinator

Salary: £20,930.13 per annum, AUNN Band D

Start Date: As soon as possible

Hours of Work: 37 hours per week
Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.

Holidays: 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

Mileage Allowance: Currently 45p per mile.

Pension: The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.

Place of Work: Home and field based

N.B. Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.