



JOB DESCRIPTION

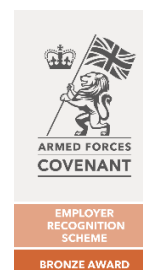
Community Response Service Senior Coordinator

Post Title:	Community Response Service Senior Coordinator	Pay Scale:	£22,972.10 per annum AUNN Band E
Department:	Information, Advice & Health Services	Hours of Work:	37 per week
Responsible to:	Senior Operational Manager – Information, Advice & Health Services	Tenure:	Fixed Term for 12 months
Based:	UCR call centre - Nottingham County	Date of issue:	April 2023

PURPOSE OF THE DEPARTMENT/SERVICE

The “Community response service” is a new and innovative collaboration between Nottingham & Nottinghamshire ICS and Age UK Notts to improve the quality of care of older people in the community and releasing capacity in our urgent health and social care services. Support is offered through the provision of low-level interventions (not including personal or medical activities) and holistic support planning, including the following activities:

- A non-clinical ‘**Home Response Service**’ to support a person in their home and releasing clinical responders or social workers until an ambulance arrives to convey them to hospital.
- **Safe and Well Checks** –following discharge from hospital Age UK Notts will offer ‘safe and well’ checks, to ensure they have everything they need to remain at home safely.
- **Strength Based signposting** - Ensuring relevant connections back into the community to promote independence and improve wellbeing.
- **Carer breakdown** – Age UK Notts to provide interim support for urgent carer breakdown affected by hospital admission.



PURPOSE OF THE POST

The key purpose of this role is to enable citizens to achieve positive wellbeing outcomes and reduce unnecessary hospital admissions. You will line manage the service support workers, administrator, and volunteers. You will be **co-located** in the Urgent Community Response (UCR) call centres (1 role in City, 1 role in Ashfield). You will work with the UCR teams to help identify appropriate referrals and allocate to the service support workers and volunteers alongside self-allocation / signposting when required. This could involve an initial telephone assessment of the citizens needs prior to allocation, dependent upon urgency.

You will participate in the recruitment, induction, and training of volunteers. You will allocate volunteers to citizens and provide ongoing support to volunteers once the support commences. Where necessary you will provide direct support to citizens.

The Community Response Service support workers and volunteers will provide direct support and empowerment to people to help maintain their independence in the community. A range of tasks will be undertaken which may include:

- Nonclinical support whilst awaiting ambulance arrival / carer support.
- Social interaction and companionship,
- Shopping or supporting to arrange online shopping or deliveries,
- Collecting prescriptions,
- Monitoring general well-being,
- Emotional support and confidence building,
- Support for individuals to make appointments and transport arrangements,
- Restart services that may have ceased whilst they have been in hospital,
- Support around benefit applications either directly or through accessing appropriate welfare rights services,
- Healthy / Warm Homes applications and grant co-ordination and management for those who are struggling to keep their homes warm in the winter,
- Encouraging to eat, drink and take appropriate exercise,
- Helping people complete forms,
- Support with phone calls,
- Provision of information both verbally and with relevant literature,
- Introductions to social activities,
- Signposting and referring to other local internal and external services,
- Support to obtaining aids and adaptations,
- Encouraging healthy lifestyles,

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 behaviors in your work role.

Communication and Customer Service (C&C)

1. Allocate all referrals (including self-allocation) to the service in a timely and efficient manner ensuring performance targets are met.

2. As appropriate complete an assessment by phone or face to face to establish the individual's needs, goals and support needed.
3. To signpost and refer people to appropriate services as required.

Planning and Organisation (P&O)

1. To self-manage workload and working times in accordance with the needs of citizens and the service.
2. Recruit, train, induct and support a team of volunteers to support the service, and to allocate volunteers to citizens.
3. To record all meetings, visits and training in the Outlook Calendar.

Recording & Monitoring (R&M)

1. To accurately record all relevant information on a central database in a timely manner (Charitylog) and appropriate spreadsheets.
2. To keep all records updated to allow accurate reports and management information for submission to commissioners for monitoring and evaluation purposes.
3. To ensure service evaluation is carried out by obtaining feedback from service users and volunteers.
4. To ensure all standard forms for the service (paper records and on Charity Log) are completed and maintained in line with the latest GDPR requirements.

Quality (Q)

1. Accept and process referrals into the service in a timely and efficient manner, ensuring performance targets are met.
2. Keep appropriate case notes for citizens and volunteers and ensure these meet quality requirements.
3. Make referrals to internal and external services following the charity's Customer Care Protocols and where possible using the A to Z guide.

Charity Focus (CF)

1. To have a good understanding of the services provided by the charity.
2. To undertake relevant training to maintain skills and knowledge necessary for this post.

Team Work (TW)

1. To integrate and work with UCR teams within their call centre.
2. To have a positive and flexible attitude to your work and to support colleagues to successfully plan and deliver the service, always prioritising the needs of citizens.
3. Ensure the appropriate administration systems are followed.

4. Ensure that colleagues, volunteers, and your line management have access to the information they require to complete their roles.
5. To support volunteers through a combination of ongoing telephone support, individual meetings and regular group meetings as required ensuring that they have appropriate and safe interactions with citizens.

Specialist Knowledge (SK)

1. Knowledge of the needs of vulnerable people and the services available to them.
2. Knowledge of the needs and motivation of volunteers.
3. Provide specialist SPECAL support for people with dementia (training will be provided).

Leadership (L)

1. To effectively line manage the service support workers and administrator by providing appropriate support, guidance and supervision.
2. Give support and assistance to volunteers where required, helping them to resolve problems efficiently and in good time.
3. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR Manager.

Please note that all posts within the charity carry this level of expectation.

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:



Community Response Service Senior Coordinator

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

Essential Requirements

1. Ability to line manage a small team of paid staff and volunteers.
2. Knowledge of issues older people experience including understanding the needs of those at risk of reducing or losing their independence because of age, mobility, disability, or health conditions (C&C, Q, CF)
3. Excellent interpersonal and listening skills with a friendly, sensitive, and supportive approach with citizens, colleagues, volunteers, and partners. (C&C, TW)
4. Ability to identify appropriate referrals and deliver person-centred telephone assessments. (C&C/SK)
5. Ability to assess citizen's needs, allocating appropriately, planning appointments and geographical locations to use resources as effectively and efficiently as possible. (P&O)
6. A flexible and solutions-focused approach to your work with a can-do attitude especially when met with unpredicted events. (CF + P&O)
7. Confidence to signpost people to a variety of services and support agencies (SK)
8. Proven ability to work as part of a small team to ensure effective and efficient service delivery for older people. (TW)
9. Excellent organisational skills with an ability to effectively plan and organise your own workload and meet deadlines to ensure a reliable service delivery is achieved. (P&O)
10. Ability to keep accurate computer-based records (MS Office, Excel and Charitylog) producing clear, concise reports as and when required. (R&M)
11. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)



Summary of Main Conditions of Service Community Response Service Senior Coordinator

Salary:	£22,972.10 per annum, AUNN Band E
Start Date:	As soon as possible
Hours of Work:	<p>37 hours per week</p> <p>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). Due to the nature of the service, there will be an expectation for some flexibility with working hours.</p> <p>Age UK Notts operates a scheme of flexible working hours.</p>
Holidays:	<p>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.</p>
Mileage Allowance:	Currently 45p per mile.
Pension:	<p>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.</p>
Place of Work:	UCR Call Centre - Nottingham County (Ashfield)

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.