



JOB DESCRIPTION

Worry Catcher Coordinator/Advocate

Post Title:	Worry Catcher Coordinator/Advocate	Pay Scale:	£18,998.55 per annum (£23,431.54 p/a, FTE) AUNN Band E
Department:	Advocacy	Hours of Work:	30 hours per week
Responsible to:	Senior Advocate	Tenure:	Permanent
Based:	Home and hospital based across Nottingham City & County	Date of issue:	July 2024

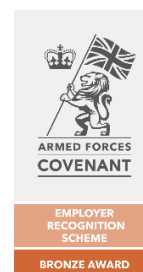
PURPOSE OF THE DEPARTMENT/SERVICE

The charity's mission is to “enhance the quality of life and promote the health & wellbeing of all older people in Nottingham & Nottinghamshire” and the delivery of our Advocacy Services forms part of an extensive portfolio of services provided by the charity to support this goal.

Everything we do, we do to make a positive difference to everybody that we interact with. We show integrity and treat each other with respect, kindness and compassion, celebrating our differences and our diverse community in accordance with our RIKI values.

The charity provides a range of non-statutory advocacy services to people across Nottingham and Nottinghamshire, based in a variety of settings including hospitals, care homes, and out in the community, with access criteria being service dependent.

Our advocacy services are holistic, and client led, providing independent representation, advocacy and support, tailored to the individual on a wide variety of issues, empowering them and helping to build resilience, connecting them to other internal and external services, community groups and statutory services where appropriate. The Worry Catcher Service supports people admitted onto the Mental Health Services for Older People (MHSOP) Wards, whether admitted under the



Mental Health Act or through voluntary admission, across Nottingham city and county, as well as their families/carers as appropriate.

PURPOSE OF THE POST

The Worry Catcher Coordinator provides an independent non-statutory advocacy and support service for any admitted patients to all MHSOP wards (both dementia and mental health), as well as their families/carers; to discuss and help address any worries or concerns they may have about their stay in hospital or their discharge, providing supported signposting on to other services in the community as required to meet their needs.

The service is delivered through a program of weekly focused one to one Worry Catcher sessions delivered across all wards, through patient and carer meetings and events, as well as providing independent advocacy support outside of planned sessions should a patient or their relative/carer seek support about specific issues, ensuring that older and vulnerable people have a voice and that their voice is heard.

Through the Worry Catcher sessions, the service is also able to obtain valuable feedback around patient experience and works closely with the wider MHSOP multidisciplinary team within the hospital to affect positive change and increase patient satisfaction.

The service also benefits from the support of an Age UK Notts volunteer. The post holder will participate in the recruitment, induction and training of volunteers as needed, liaising with them closely, providing ongoing support and direction on volunteering tasks to be undertaken for the benefit of the service, whilst ensuring the volunteer has a positive experience.

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. To listen to patients' worries and concerns in relation to their hospital stay and/or around their discharge or any other matter, as well as encouraging patient participation, supporting them to raise these with relevant parties as appropriate; providing reassurance, whilst also expediting their discharge and helping to alleviate their concerns in respect of this transition.
2. To use effective communication (whether in person, by telephone, email etc.), tailoring this to meet the needs of the individual in order to promote access and engagement with the service.
3. To address concerns and liaise where appropriate, (with the patient's consent) with ward managers, carers and professionals in an efficient and effective manner.

4. Communicate with older people, carers, external organisations, other professionals and Age UK Notts staff and volunteers, as appropriate, in a professional manner, being mindful of representing the charity at all times.
5. To have a good understanding of the boundaries of the service and oversee appropriate signposting and referrals to specialist agencies, where appropriate.

Planning and Organisation (P&O)

1. To organise, implement and deliver the Worry Catcher sessions on the relevant wards in a timely and effective manner ensuring patients can access the service within planned session times and that these are well advertised.
2. To manage your time ensuring appropriate split between client facing time, monitoring & administration and also marketing and promotion.
3. Prioritise workload and process referrals to the service in a timely and effective manner, meeting the needs of all clients.
4. Liaise with the service volunteer in a timely manner to ensure they are clear about their role and the volunteering tasks being asked of them, that they are aware of timescales involved, and have the necessary support.

Recording & Monitoring (R&M)

1. Keep accurate records for each client on the Charity's client relationship management data base (Charity Log), detailing actions and outcomes in a timely manner.
2. To keep all records updated (requiring the use of Excel) to allow for the production of 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 clients and professionals.
4. To ensure all standard forms for the service (e.g. consent forms, risk assessments etc both paper records and on Charity Log) are completed and maintained in line with the latest GDPR requirements.

Quality (Q)

1. Remain independent at all times and be assertive, if required, with other professionals who may disagree with the client wishes.
2. To ensure excellent customer experience and improved communication between patients, staff, carers and other professionals.
3. To gather feedback from patients and carers on their experience on the ward to ensure that the service is meeting its objectives and in order that we can work in partnership with MHSOP to affective positive change and improve patient experience.
4. To undertake relevant training to maintain skills and knowledge necessary for this post, including any training required by MHSOP.
5. Make referrals to internal and external services following the charity's Customer Care Protocols and A to Z guide where possible.

6. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.

Charity Focus (CF)

1. To conduct promotional activities, including giving presentations/ talks where appropriate, and attend appropriate meetings with MHSOP in order to effectively promote the Worry Catcher Service, as well as other Age UK Notts services, to ensure that the service is understood and targets are met and we are meeting the needs of those accessing the service.
2. Maintain and develop effective working relationships with stakeholders, partners and colleagues to support the smooth running of the service and to enhance any partnership working opportunities.
3. To keep up to date with the services of the charity and how these could benefit people accessing the Worry catcher Service.

Team Work (TW)

1. To encourage a culture of teamworking and actively work as part of the Advocacy Team to contribute to the success of Age UK Notts.
2. Liaise and refer on to other teams and departments within the charity.
3. Attend and contribute in relevant meetings, for example with your clients (Multidisciplinary Team Meetings & Service Reviews), with MHSOP, Advocacy Team Meetings, and any other meetings as required.
4. Provide support and guidance, and maintain a close working relationship, with any volunteer(s) supporting the service.

Specialist Knowledge (SK)

1. Understand and implement the principles of advocacy and work in accordance with the Age UK Notts Advocacy Charter and The Advocacy Performance Mark Code of Practice in order that you work in partnership with the people you support to provide a client led service to enable them to have independent representation and support, ensuring their rights and wishes are upheld.
2. Understand the needs of older and vulnerable people and of the difficulties faced by disadvantaged groups in accessing support and services.
3. Have an understanding of mental health issues and of dementia.
4. Research and provide information to enable older and vulnerable people to make informed decisions about a range of issues, researching any options and feeding back to them using appropriate methods of communication which meets their needs; signposting and referring on to other appropriate organisations/services as required.

Leadership (L)

1. To provide appropriate support and guidance to the volunteer supporting the service.

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, Diversity & Inclusion 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, Diversity & Inclusion 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

Worry Catcher Coordinator/ Advocate

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

Essential Requirements

1. To be able to demonstrate knowledge and understanding of advocacy and be able to evidence positive outcomes for people you have worked with (SK, C&C).
2. Understand the needs of older and vulnerable people from a variety of backgrounds, and the difficulties faced by disadvantaged groups, including those experience mental health issues or those with dementia (SK, C&C, CF).
3. Experience of liaising with a wide range of organisations and agencies in the statutory and voluntary sector effectively, and in a complementary way, to achieve the best outcome for clients (C&C, SK, TW).
4. Proven ability to work sympathetically with older and vulnerable people (C&C, CF).
5. Ability to keep accurate computer-based records, and produce clear and concise correspondence, written reports and statistics (using MS Office – Word, Outlook, Excel, and client relationship management databases) (R&M, C&C, Q).
6. Proven organisational, planning, and time management skills, with the ability to ensure all deadlines are met (C&C, P&O).
7. Excellent interpersonal skills, with the ability to communicate with a variety of people by phone, face to face, and in groups (C&C).
8. Ability to be assertive when required and remain calm under pressure (P&O, L).
9. Ability to research unfamiliar subject matter and feedback to clients in an accessible manner and format (Q, C&C, SK).
10. To be able to evidence, or have an understanding of, supportive team working skills (TW).
11. Knowledge and understanding of Equality, Diversity & Inclusion issues and a commitment to implement the Age UK Notts Equality, Diversity & Inclusion policy (C&C, Q, TW, CF)
12. To hold a full driving licence and access to a car.*

Desirable Requirements

1. To have experience, or knowledge, of working in a hospital setting (SK, Q).
2. To hold the National Independent Advocacy Qualification (SK, Q).
3. Experience of working with volunteers (TW, C&C).

**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 Worry Catcher Coordinator/Advocate

Salary:	£18, 998.55 per annum (£23,431.54 p/a, FTE), AUNN Band E
Start Date:	As soon as possible
Hours of Work:	30 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 hospital based across Nottingham City & County

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.