

**Job Title:** Coordinator for Age Well Early Intervention and Prevention Service; Dementia Support and Hospital Aftercare

**Responsible to:** Service Manager

**Location:** Salford Royal Hospital and specified community locations within Salford

**Hours:** 35 hrs hours per week

**Salary:** £27,914 pa plus pension contributions and cash health plan

#### Who we are

Age UK Salford and Trafford is a local independent charity committed to supporting older people to live well and age positively. Our mission is to improve the quality of life for older people across Salford and Trafford by delivering high-quality services, information and inclusive support that promotes independence, wellbeing, and dignity. We are dedicated to reaching those most in need, championing their voices, and ensuring their choices are respected.

As a trusted, adaptable and collaborative organisation, we work in partnership with others to influence positive change, reflect the diversity of our communities, champion volunteering, and help older people benefit from evolving health and social care reforms.

#### Job Purpose

This new integrated role sits within our Age Well Early Intervention and Prevention Service and combines responsibilities from both our Dementia Support and Hospital Aftercare teams. The postholder will support older people across Salford, including those living with dementia and those recently discharged from hospital, helping them regain independence, confidence and wellbeing.

Using a strengths-based approach, the coordinator will deliver personalised interventions, structured support, and dementia-informed guidance, working closely with internal teams and external partners to ensure seamless, joined-up care across hospital and community settings.

Principle Duties and Responsibilities:

1. Conduct telephone and face-to-face assessments for individuals referred through dementia, hospital, or community pathways, while managing a caseload
2. Provide person-centred, dementia-informed support and structured interventions to promote independence and wellbeing via needs assessments and support planning with agreed outcomes
3. Build and maintain strong relationships with internal teams, health and social care professionals, community groups and voluntary sector partners
4. Facilitate access to appropriate services, including dementia groups, community resources, and neighbourhood support
5. Promote the Age Well model positively in meetings, visits and events
6. Build strong relationships with service users, carers, and key contacts, delivering consistently high-quality customer service
7. Maintain accurate records using a database system "Salesforce" and other IT systems
8. Actively participate in team meetings and supervisions and take responsibility for ongoing learning and development.
9. Safeguarding adults at risk is essential to the job role. This includes working within local and national policies to safeguard individuals and their families
10. Maintain clear, open communication and keep the Service Manager fully informed
11. To take responsibility for own and others health and safety, promote safe working practices and undertake risk assessments where necessary and ensure compliance with all other organisational policies and procedures
12. Contribute to the evaluation and monitoring of service delivery ensuring comprehensive record keeping and systems management submitting data in accordance with organisational policy and other external requirements

13. Ensure that the service is inclusive and responsive to the diverse needs of individuals and communities, promoting equality, dignity and respect always
14. Contribute towards service improvements, embracing change, and finding solutions to daily challenges in delivering care to people with dementia and those recently discharged from hospital
15. Support organisational activity, including service promotion, outreach events, volunteer engagement, fundraising and all other duties in line with the role and the mission of Age UK Salford and Trafford
16. Coordinate aftercare and reablement support for older people post-discharge, reducing risk of readmission and deterioration
17. Work with colleagues to plan and deliver dementia workshops for family caregivers and facilitate social groups as and when necessary
18. To undertake any other tasks, duties or projects as required which are relevant to the role

**Person Specification:** Coordinator for Age Well, Early Intervention and Prevention Service

The following requirements will be assessed from a combination of information provided from the application form, panel interview process and references:

Criteria	Essential	Desirable	Assessment
Qualification in health, social care or community work NVQ Level 2 or equivalent	✓		Application Form
Degree or higher-level qualification in a related discipline		✓	Application Form
Experience of working in the statutory, voluntary or private health and/or social care sectors	✓		Application Form/ Interview

Experience supporting older people, including those living with dementia in a paid or unpaid capacity	✓		Application Form / Interview
Experience of undertaking risk/needs and home safety assessments and support planning process and monitor outcomes	✓		Application Form/ Interview
Experience working in a hospital environment, including conducting regular ward visits to raise the profile of the service		✓	Application form/Interview
Empathetic, with insight into ageing, social isolation, and the needs of older people, including those with dementia and their carers	✓		Application Form/Interview
Experience of multi-agency working	✓		Application Form/Interview
Strong interpersonal and communication skills	✓		Interview
Ability to assess needs, coordinate support, and monitor outcomes	✓		Application Form / Interview
Excellent organisational skills with ability to work on own initiative	✓		Application Form/Interview
Confident using IT systems and maintaining accurate records and using a database system	✓		Application Form/Interview
Ability to evaluate and reflect on own practice and contribute toward continuous service improvement	✓		Application Form/Interview

Commitment to equality, diversity, and inclusive service delivery	✓		Interview
Awareness of safeguarding policy and procedures	✓		Application Form/Interview
Experience of delivering structured groupwork		✓	Application Form/Interview
Ability to work as part of a dynamic team	✓		Application Form/Interview
Willingness to travel across Salford and occasionally beyond	✓		Application Form/Interview
Full UK driving licence and access to a vehicle		✓	Application Form