



JOB TITLE: Co-ordinator for Age Well Early Intervention and Preventative Services

RESPONSIBLE TO: Service Manager

LOCATION: Hospital Discharge, Aftercare and Reablement Service – Salford Royal Hospital

HOURS: 21hrs hours per week

Salary: £25,807 a year (FTE) £15,484.56 actual, £14.18ph

JOB PURPOSE:

1. To provide a coordinated 'strengths based' approach in delivering Age UK Salford's Age Well, Early Intervention Neighbourhood Model by: -
 - 1.1 Supporting the development and delivery of high-quality Hospital Aftercare Services for Salford citizens aged 55+ who have recently been discharged from hospital in order to improve patient flow and prevent the risk of hospital re-admission.
 - 1.2 Providing support and facilitating access to other health and social care agencies in order to support the patient's recovery to regain independence and improve general wellbeing.
 - 1.3 Work in 'partnership with colleagues' working across the continuum of care provided by the Charity and beyond to complement other community services.
 - 1.4 To provide a coordinated 'strengths based' approach in delivering Age UK Salford's Age Well, Early Intervention Neighbourhood Model.
 - 1.5 Ensuring appropriate and effective working practices and systems that are embedded, for the effectiveness of the service which is monitored in line with agreed outcomes and key performance indicators.
 - 1.6 Develop and maintain strong links with other internal and external professionals and agencies in order to provide a responsive and effective service that consistently delivers positive outcomes for older people in the Salford area.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. To undertake assessment of patients who have presented at the Hospital's Urgent Care Centre or Emergency Village; working effectively with other team members to identify suitable referrals to the Hospital Discharge, Aftercare and Reablement Service.

2. To work effectively with other team members to ensure that the service provides information in relation to the full range of support and initiatives available including 'Winter Pressures and Hospital Discharge Pathway' as appropriate.
3. To continuously develop and provide a wide range of effective person-centred interventions using best practice guidance to inform service delivery.
4. To provide support for people whilst in the hospital setting and undertake home visits to support people within their own community as appropriate.
5. To work within local and national policies to safeguard individuals and their families".
6. To support the planning, co-ordination, and evaluation of the service, to ensure that it consistently meets agreed outcomes to inform continuous development of the service.
7. To maintain appropriate and concise records and statistics as required by the Manager.
8. To lead and performance manage the support workers and volunteers within the service, assigning work to team members, monitoring, and supervising the day-to-day delivery and quality standards of their work.
9. To develop and maintain extensive professional networks with partner organisations in order to continuously promote and raise the profile of the service and monitoring the effectiveness of client pathways.
10. To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by ensuring staff take personal responsibility for their own and others safety.
11. To work collaboratively as a key member of the team in order to resolve day-to-day operational issues escalating matters where necessary to the Senior Coordinator, Service Manager or Care Services Manager in their absence.
12. To ensure compliance with all relevant, service standards, policies and procedures of Age UK Salford and all other relevant external compliance standards.
13. To develop and maintain effective relationships with service users, their carers and all other key individuals and / or groups whilst demonstrating a positive commitment to providing good customer service at all times.
14. To develop and maintain strong links with other internal and external professionals and agencies in order to provide a responsive and effective service that consistently delivers positive outcomes for older people in the Salford area.

15. To work with the current CRM system 'Charity Log' for referrals, recording and case management in order to effectively operate, monitor and evaluate the Services.
16. To attend and make a positive contribution to, regular team meetings and within own individual supervision and supervision with support workers and volunteers.
17. To continuously review own performance and take responsibility for own learning and development by undertaking induction and on-going training as required.
18. Encourage a culture of continuous performance improvement at both an individual and service Level.
19. To communicate effectively by maintaining clear, concise and open communication at all times, ensuring that the Service Manager and all team members are fully informed and updated.
20. To ensure the confidentiality of client information in line with existing policies and procedures and any other data protection requirements

ADDITIONAL RESPONSIBILITIES:

1. To work collaboratively with the other team members, external professionals, and other key stakeholders to consistently deliver positive outcomes for those who use our services.
2. Demonstrate personal leadership by contributing toward continuous service improvement, adopting a positive approach to change and willingness to seek solutions to resolve the day to day challenges of delivering effective services for older people who live in Salford.
3. To ensure that the service offered is sensitive and responsive in meeting the needs of the diverse communities in which they are delivered.
4. To support promotional events, fundraising and other income generation events and any other duties a may seem reasonably required by the organisation from time to time within the context of the job description.
5. To undertake any other tasks, duties or projects as required which are relevant to the role as directed by the Service Manager.

PERSON SPECIFICATION – Hospital Aftercare Co-ordinator

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

Education and Qualifications	Essential	Desirable
Degree or relevant professional qualification		X
Relevant NVQ level 3 or equivalent professional qualification.	X	

Skills, Knowledge, and Experience	Essential	Desirable
A minimum of two years' experience working with older people.	X	
Experience of working with older people in a paid or unpaid capacity; you will have empathy, with an insight into older age and an understanding of the impact of social isolation.	X	
An understanding of the principles of safeguarding vulnerable adults.	X	
An understanding of the principles of Equality and Diversity.	X	
Awareness and understanding of relevant social policy and legislation.	X	
Understanding of the identification, assessment, management and review of risk in relation to clients referred to the service.		
You will have excellent interpersonal and communication skills, work in a person centred way with people and	X	

Experience of managing case files and workload, whilst providing practical support to individuals, and their families, working in a holistic approach to care.	X	
	X	
interested in finding out about their lives and wishes and have enthusiasm for working with people from diverse backgrounds and different communities’.	X	
	X	
Experience of working in partnership with other multi-disciplinary health &/or social care providers	X	
Excellent written and verbal communication skills including basic IT skills.	X	
Sound analytical skills and ability to reflect on own and others practice.		

Personal Attributes / Qualities	Essential	Desirable
Excellent organisational skills and the ability to maintain accurate and concise records.	X	
The ability to work in a professional manner at all times and represent the organisation in a positive manner.	X	
Ability to evaluate and reflect on own and others practice and contribute toward continuous service improvement.	X	
Ability to plan and think creatively and work on your own initiative, manage your time well and keep effective, accurate records.	X	
You are resourceful and creative, able to work proactively, demonstrating energy & drive to promote, encourage and maintain the motivation of volunteers’ and clients with whom you work with.	X	
Ability to adopt a solution focused approach to resolve day to day operational challenges.	X	

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Ability to listen sensitively and empathise with people with dementia and inspire confidence in others.	X	
Willingness to travel within the service area and beyond.	X	
A full driving licence and use of car for work (covered by business class insurance) or is able to be driven to and from appointments as necessary.	X	
Ability to work in a non-discriminatory and demonstrate a commitment to equal opportunities.	X	
To undertake all work tasks in a flexible way in order to meet the needs of the service	X	