

Age UK Sunderland

Job Description

Post:	Programmes Manager
Contract Type:	Permanent
Hours:	5 days (35 hours) per week.
Salary/benefits:	£33, 168 pa inclusive; access to pension scheme
Location:	Various community settings across Sunderland, with a HQ at Bradbury Centre, Stockton Road, Sunderland
Responsible to:	Senior Operations Manager
Accountable to:	Age UK Sunderland (AUKS)

Key working Relationships:

- AUKS CIT Social Prescribing Team, Hospital Discharge Team and other relevant services
- Statutory and Community based providers
- Secondary Care
- Age UK Sunderland Internal Teams
- Integrated Care Teams
- Older people
- Carers and Carer Organisations
- Other clinical and non-traditional provider groups as required

Background:

Integrated care is a way of better coordinating care for older people with one or more long term conditions. Integrated care in Sunderland is defined as collaborative working between key stakeholders, including GPs, health and social care and voluntary organisations, to integrate and organise patient care more effectively.

The purpose of Programme Services is to put older people in personal control of their health & wellbeing and provide them with integrated care and support in their local community, focusing on prevention of ill health and the promotion of wellbeing.

The service enables older people to have improved health outcomes and independence whilst reducing the burden on NHS services in Sunderland through the reduction in need for GP visits, Out of Hours Contacts, emergency admissions/readmissions etc.

Purpose of the post:

The post provides an interface between voluntary sector provider organisations and service users, health and social care multi-disciplinary teams (MDT) and other statutory bodies. The Programmes Service Manager will lead & coordinate staff and volunteers to support individuals to self-manage their needs.

The post holder will work in and across 5 Sunderland localities coordinating the service. Many older people have complex health needs, the service focusses on practical support to encourage the utilisation of local community services and assets.

The post holder will also support the identification of unpaid carers and enable access to appropriate services.

Key Responsibilities

The post holder will be an excellent communicator and develop a wide knowledge of the services offered by non-traditional providers in the Sunderland area. The post holder will require strong organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

Management Tasks:

- To manage and coordinate AUKS CIT social prescribers, Hospital Discharge staff and other identified staff/volunteers to ensure the provision of innovative interventions and continuous practical, social and emotional support to older people in the local communities and on discharge from hospital.
- To ensure a clear and effective referral pathways are established with key partner organisations in the City.
- To effectively recruit, train, support and develop volunteers involved in programme delivery if required.
- To lead and supervise a staff team to focus on the client group; to create a supportive environment for older people to retain their confidence, personal interests, wellbeing and independence.
- To deliver relevant training to staff and volunteers.
- To oversee the conduction of personal plans with each person referred to the services; to determine the type the support required
- To ensure the implementation of an action plan which is responsive to the needs of the client group
- To monitor the service and provide written reports/summaries as required. This will include operational reports, evaluations and contribute to strategic leadership reports on developing and maintaining integrated care in Sunderland
- To actively promote, market and develop the services
- To keep records of clients and volunteers
- To provide HR support to staff including appraisals, supervisions and support in any disciplinary procedures
- To liaise appropriately with partners.
- To ensure oversight of assessments & home visits including lone working procedures
- GP & professional liaison
- Patient information gathering & analysis

- In depth knowledge gathering on available services (community & statutory), multi-disciplinary services etc.
- Publicity & promotion of offering
- Record keeping, monitoring, evaluation
- Identification of step up care and safeguarding responsibilities
- Identification of gaps in services to inform future development

Additional responsibilities:

- Be aware of Health & safety issues involved in the delivery of the service
- Communicate with members of the MDT/Integrated teams/other relevant teams as required
- Ensure appropriate actions from Multi-Disciplinary Team (MDT) meetings are completed in a timely fashion
- Deal in a professional, helpful & sensitive manner with older people, staff, carers & other agencies.
- Promote the independence & empowerment of older people
- Build strong relationships with partners and providers
- Ensure all KPI targets are met
- To abide by and implement all policies and procedures of AUKS, including being aware of and responsible corporately and as an individual for Health & Safety

Information and Data Coordination

- To be proficient in using Microsoft office packages and other identified IT systems and support other team members in their use.
- To record relevant patient documentation on identified IT systems as required.
- Facility for learning new software packages which may be in continued development
- Maintain Excel, Charitylog and other databases to input patients' engagement
- Support completion of patient referrals, record electronically and feedback to team members.
- Extract caseload information from the patient database as required, and undertake analysis of caseload information for audit and performance management purposes, including running reports and converting data into charts and tables for sharing with the team.
- Input data onto the patient information management systems to update patient details, and periodically use reports to ensure patient details are correct.
- Be responsible for updating the electronic service directory on a regular basis, sourcing referral criteria and ensuring these are accessible to all relevant parties.
- Produce comprehensive operational reports to inform on service activity

General

- The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.
- The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The post holder will ensure they accurately represent AUKS and ensure the values of AUKS are upheld at all times in carrying out their work
- The post holder must adhere to the organisation's information governance/GDPR policies at all times, in particular ensuring that there is no breach of confidentiality as a result of his/her actions.
- To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties in keeping with the level of responsibility of the post, as requested by the Director. The job description may be amended from time to time after consultation with the post holder.

This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.

Age UK Sunderland Person Specification

Post: Programmes Manager

Location: Various community settings across Sunderland, with a HQ at Bradbury Centre, Stockton Road, Sunderland

Responsible to: Operations Manager

Essential Criteria

Good standard of education preferably to Degree level or be able to demonstrate the equivalent experience

At least 2 years' experience of operational management preferably in health/social care or information & advice or work in direct contact with people, families & carers.

Experience of managing a diverse staff team

Proven track record of managing the logistics of a multi operational and multi partner service

Previous experience of assessment and evaluation processes

Ability to manage a busy workload and prioritise appropriately

Previous experience of working with vulnerable people

A track record of developing successful services

Possesses excellent communication skills to deal with highly sensitive and emotional issues on a frequent and unpredictable basis

Possess excellent report writing skills and ability to tailor communications to different audiences

Have a good understanding of volunteering and demonstrate evidence of the ability to recruit, train and retain volunteers

Commitment to working in the voluntary sector

Be innovative with enthusiasm to take on new challenges

Be a dynamic self-starter

Ability to respond effectively to unplanned/emergency situations

Have excellent IT skills, with ability to produce reports, databases and other key IT project management tools

Good people skills with a friendly approachable style and ability to generate trust and form positive relationships

A good listener

Flexible & responsive to changing needs of clients

Creative approach to problem solving

Tactful and diplomatic, able to build a rapport with people from a wide range of backgrounds

Experience of risk assessment & risk management

Understanding of health and social care processes

Understanding of the complexity of older people's lives & the barriers they face

Understanding of safeguarding responsibilities

Knowledge of the range of voluntary, statutory and private sector orgs/services working with older people

Understanding of welfare benefits available to older people

Possess a full clean driving licence and have access to a car for work

To abide by and implement all policies and procedures of AUKS, including being aware of and responsible corporately and as an individual for Health & Safety