



Job Description

Job Title	Home Support Co-ordinator
Base	Age UK Torbay
Salary	£13.00 per hour
Hours	21 – Weds to Friday 9a.m. – 4p.m.
Contract	Permanent

Holiday entitlement: Starting at 25 days per annum (pro rata for part time employees), plus designated bank holidays.

Based: 12 Dendy Road, Paignton, TQ4 5DB, home, and working in the community

Closing date: TBC

Interview date: TBC

Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references. Applicants are specifically advised to refer to both the job description and the person specification when completing part 4 of the application form.

If you would like more information, please call Angie Clayton for an informal discussion, once you have looked through the pack on 01803 841840.

Please be advised that applicants not short listed for interview will not be informed.

Please return completed applications to:

Angie Clayton
Age UK Torbay
12 Dendy Road, Paignton, TQ4 5DB

Email: angie@ageuktorbay.org.uk

Main purpose of job

This post is based in our Torbay office which is situated in Paignton. The hours are 9am – 4pm, 21 hours over three days.

You will need to be flexible to cover Annual leave, sickness etc.

This position is to provide administrative support within the Home Support team.

A key function of this role is the management of communications between clients, families, carers and Home Support staff.

Duties and Responsibilities

1. Assisting with the scheduling of staff visits to client homes.
2. Communicating to Home Support staff.
3. Maintaining internal records on a database, including running payment schedules, Rotas and reports.
4. Taking card payments.
5. Attending client homes for both initial and follow up assessments.
6. Communicating with GP's, carers, families to support the smooth running of the service.
7. Working within the team at Age UK Torbay and recognise when clients need additional support.

Organisational Structure

Reports to the Age UK Torbay Home Support Manager.

Person Specification

Essential Values	Desirable Values
To be a role model of the following values: The person must retain their sense of control, choice and are able to manage their own risks, supported to do so when aspects of this are difficult.	All values are essential.

<p>Everyone is an individual, every individual deserves to be shown respect. No one has labels, is a disease, or number.</p> <p>Being bold and passionate in doing what's right for the person and upholding the values of Age UK Torbay.</p> <p>Positive attitude, showing that anything is possible, with determination, imagination and being adaptive, to respond to the person's needs in the most appropriate manner for them.</p> <p>Co-operative, responsible, and recognising needs for additional support.</p> <p>Responsible for ensuring others hold the same values.</p>	
<p>Essential Skills and Effectiveness</p>	<p>Desirable Skills and Effectiveness</p>
<p>You will have excellent IT skills, proficient in Outlook Email, Word and Excel.</p> <p>You will have the ability, with appropriate training, to understand and operate our co-ordinating software system.</p> <p>You will have excellent organisational skills, and effectively manage priorities, working well under pressure.</p> <p>You will have excellent oral communication, and written skills .</p> <p>You will be able to deal sensitively, and effectively with calls from clients, or their representatives, health and social care professionals and other organisations and forward sometimes complex/urgent messages</p> <p>You will understand the importance and benefits of teamwork and be flexible in your approach</p>	<p>You will need to have flexibility within the working week to cover sickness/annual leave of colleagues</p>
<p>Essential Knowledge</p>	<p>Desirable Knowledge</p>

<p>Understanding of confidentiality and data protection.</p> <p>Understanding and commitment to equal opportunities.</p>	<p>Awareness of issues which can affect older and vulnerable people's lives.</p> <p>How the 'system' works within the Local Authority.</p>
Essential Experience / Achievements	Desirable Experience / Achievements
<p>Ability to evidence the impact of a caring approach.</p> <p>Experience in a similar role.</p> <p>Experience of successfully supervising staff.</p>	<p>Experience of working with older people.</p> <p>Experience of working in a voluntary sector organisation.</p>
Essential Qualifications / Professional Membership	Desirable Qualifications / Professional Membership
	<p>Relevant professional qualification or proven track record.</p>

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2. Employment History

Current/last employer

From	To	Name of Employer/Position Held/Key Duties	Reason for leaving

Previous employment including voluntary work

From	To	Name of Employer/Position Held/key duties	Reason for leaving

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3. Interests and hobbies

4. Supporting Your Application

Your application form plays an essential part in our choosing the right person for this position. Your application is the only source of information that will inform the recruiting manager whether to short list you for an interview.

In the information supplied to you about this job you will find a job description and person specification. The person specification identifies the experience, skills, personal attributes and, where appropriate, qualifications which form the selection criteria for this post. Please use the space below in order to advise us as to how you meet these selection criteria, giving concise examples of how you have used these skills and knowledge in previous situations. You may attach further sheets if necessary. It is important for you to provide the recruiting manager with as much relevant information as possible as assumptions will not be made.

Personal Statement

Please include no more than 2 additional pages

5. Disability

Under the Equality Act 2010 which replaced and incorporates the remit of the Disability Discrimination Act (DDA) 2005 a disability is defined as physical, sensory or mental impairment

which has, or is expected to have a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities.

Do you consider yourself to have a disability according to the above definition?

Yes No Do not wish to disclose

Please confirm whether you require any additional support in order to attend an interview.

Access To Transport: Yes No

1. Have you ever been convicted of a criminal offence?

YES/NO

If **YES**, please give details of any criminal convictions (with dates) in the space below.

Previous Convictions:

Because of the nature of the work for which you are applying, this post is exempt from the provision of Section 4 (2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the organisation. Any information given will be completely confidential and will be considered only in relation to an application for the position to which the order applies.

6. Referees Please include your present employer (or most recent). If you do not want your referees to be approached without your prior consent please tick the appropriate box.

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The appointment will be subject to a satisfactory DBS check and references

I hereby declare that the particulars I have given on this form are correct.
Any falsification will give cause for dismissal.

Signature:

Date