

**Job Description**

**Help at Home Coordinator**

**Responsible to:** Help at Home Line Manager

**Hours:** 22.5 (3 days weekly)

**Location:** Brighton

**Main purpose of job:**

To visit customers in their home to carry out assessments, reviews and quality inspections relating to the Help at Home service and monitor the service delivered is in line with the values and aims of Age UK West Sussex, Brighton & Hove and the Service Specification.

**Main duties:***:*

1. To undertake and co-ordinate the assessment of customers in order to identify needs and risks and individual requirements.
2. To answer telephone calls and deal with customer enquiries, signposting and referring to other services within AUKWSBH as necessary.
3. To respond to and manage referrals and enquiries made by external agencies together with enquiries from potential customers.
4. To match customers with appropriate helpers and manage any issues that may arise.
5. To carry out review visits and when appropriate the collection of annual administration fees.
6. To ensure monitoring and evaluation is carried out in line with quality monitoring requirements and to support customer satisfaction.
7. To contribute to the development and improvement of the service in line with identified need and in liaison with the line manager.
8. To attend staff meetings, training and information sessions as required.
9. To liaise with statutory agencies and other voluntary organizations as necessary to support customers needs including making onward referrals.
10. To ensure the service operates at all times in line with the relevant Health and Safety regulations including statutory requirements and the AUKWSBH Policies and Procedures.
11. To be mindful at all times of the health and safety of staff, customers. Helpers and volunteers at all times and bring any concerns or suggestions for improvement to the line manager.
12. To maintain an understanding and compliance with AUKWSBH Policies and Procedures.
13. To undertake any other duties that the line manager may, from time to time, reasonably require.

**Financial management:**

1. Taking payments of service charge over the phone
2. Send out renewal letters when required.

**Key contacts and relationships**

1. Contribute towards the development of the service, attending meetings and on occasions attending Networking events and if required carry out presentations/talks.

2. Work in partnership with other voluntary and statutory organisations.

3. Work with the Help at Home manager to recruit Home Helps to support the development of the service to extend their reach and capacity

4. Work with communications to promote the service and encourage uptake from hard to reach individuals and groups.

5. External relationships are key to the success of this role. This will include local services and organisations for referring clients to.

6. Within AUKWSBH you will work closely with your line Manager and remain up to date on all other services provided to ensure you are well informed.

**Equal opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification – Help at Home Coordinator**

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| **Essential** | **Desirable** |
| Demonstrate a good understanding of the concept and benefits of good customer care | Training in Customer Care |
| An understanding of, and interest in older people, their situations and the opportunities they may want and/or need | Understanding of the voluntary and community sector and inter-agency working |
| Excellent communication skills, oral, written and presentation. | Experience of working with older people |
| Ability to keep accurate records | Experience and awareness of lone working and health and safety issue surrounding lone working |
| Experience of working in the charity sector | Experience of visiting clients in their own homes |
| High level of IT competency including using main Microsoft packages as well as experience with databases and systems |  |
| Understand the adult social care environment and how we can best add value |  |
| Effective organisational skills including information, resources and time management including prioritising own workload |  |
| Understanding the local political environment and the integration with health and social support |  |
| Have a flexible and proactive approach to work |  |
| Full driving licence and use of a car for work. Ability to travel to visit clients at home |  |
| Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity |  |