

Independent Living Coordinator - Job Description

Responsible to: Senior Independent Living Coordinator

Brief overview of the role: To visit customers in their home to carry out assessments, reviews and quality inspections relating to the Help at Home & Hospital services and monitor the services delivered is in line with the values and aims of Age UK West Sussex, Brighton & Hove and the Services Specifications. To ensure all customers receive a professional and reliable shopping, cleaning and/or social support service.

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 or volunteers and manage any issues that may arise.
5. To carry out review or home social support 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 services operate 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 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. Be responsible for locking up or unlocking office buildings on occasion.
14. To undertake any other duties that the line manager may, from time to time, reasonably require.

Financial management:

- Taking payments of service charge over the phone or in person. Helping customers set up direct debits.
- Send out renewal letters when required.

Governance

- To comply with all organisational policies and procedures and relevant legislation including Health and Safety, Safeguarding and General Data Protection Regulations (GDPR)
- To attend relevant and mandatory training as required
- To undertake any other duties appropriate within the role as may reasonably be required by AUKWSBH

Key contacts and relationships

- Work in partnership with other voluntary and statutory organisations.
- Work with communications to promote the service and encourage uptake from hard to reach individuals and groups.
- External relationships are key to the success of this role. This will include local services and organisations for referring clients to.
- 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.

Equality, diversity and inclusion

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes 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 the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Independent Living coordinator

Experience	Essential	Desirable
Proven ability to keep accurate records	✓	
Experience of leading a team of volunteers/ self-employed contractors		✓
Experience of completing multiple tasks by managing and prioritising own workload	✓	
Experience of working with older people or other vulnerable groups, with specific experience of promoting independence, health and wellbeing and social inclusion		✓
Experience of updating in house databases	✓	
Experience of problem solving and escalating where appropriate	✓	
Experience of visiting clients in their own homes		✓
Experience of supporting projects in either, health, education, social services, community and /or voluntary sector		✓
Training in customer care		✓
Knowledge/qualifications		
NVQ level 2 or equivalent in Health and Social Care		✓
An understanding of, and interest in older people, their situations and the opportunities they may want and/or need	✓	
A basic understanding of sustainability to help deliver effective and focused services that also minimise environmental impact	✓	
Understands the adult social care environment and how we can best add value	✓	
Understanding of the local political environment and the integration with health	✓	
Sound understanding of the voluntary and community sector and inter-agency/ partnership working		✓
Skills		

Excellent communication skills, verbal and written. The ability to communicate well with diverse individuals and in a team environment	✓	
Good computer skills including using main Microsoft packages as well as experience with different IT systems	✓	
A 'can do' positive and professional attitude that can flex and adapt to change and challenges	✓	
Other requirements		
Commitment to AUKWSBH's vision, mission and values	✓	
This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested	✓	
Ability to travel on occasion to different locations, including other AUKWSBH sites	✓	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	✓	