

**Role Description**

**Our vision:**

*To create a world where everyone can love later life*

**Our mission:**

*is to help people enjoy a better later life*

**Job Title:**

*First Connect Co-ordinator, Belfast*

**Our values:**

*We are passionate and determined about making later life better*

*We work together as one team believing in the potential of people*

*We set the standard of success for ourselves and others to follow*

**ROLE DESCRIPTION**

*We act with integrity and show pride in everything we do*

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| Job Title: | First Connect Co-ordinator – Belfast area |
| Department Name: | Well Being |
| Current Location: | Based in Skainos, Belfast (BT4 1AF) |
| Type of role  | Individual Contributor |
| Contractual Status of Role: | Fixed Term Contract to 1 December 2019 |
| Job Title of Line Manager: | Head of Well Being Services |
| Job Titles and number of any direct reports  | \* Volunteers  |
| Job Purpose: | To provide empathetic and sensitive emotional support to older people and when appropriate connect them to internal and external services thereby supporting independence and quality of life |
| Main Responsibilities/ Deliverables: | * To build a trusting and supportive relationship with older people who have emotional support needs
* To ensure a confidential and person-centred approach to assess need and secure appropriate interventions
* To enable older people to avail of appropriate services provided by AgeNI and other statutory and community/voluntary agencies
* To work in conjunction with other teams (internal & external) to develop links and partnerships with both statutory and voluntary agencies
* To advocate and represent the individual’s needs when liaising with statutory and voluntary agencies
* To ensure the individual remains at the centre of decisions and manage the expectations of the individual
* To actively seek to identify ways to achieve continuous improvement of the service
* To recruit, train and support a team of volunteers and to support informal and formal volunteering opportunities
* To manage an effective and confidential system for service delivery
* To maintain clear records of work undertaken including assessment and review reports
* To provide data for use in service development process with Line Manager
* To participate in the development of evidence based practice
* To adhere to established policies and procedures.
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| Quantitative Aspects of Role: | * To meet/exceed mutually agreed casework targets in line with the operational plan
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| Experience | * Experience of assessing and identifying the emotional, psychological and physical needs of older people
* Proven experience of working within a client centred context
* Experience of using a computerised recording system to record notes and data and to produce reports on Excel and Word
* Significant experience of working in a similar environment
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| Knowledge | * Knowledge of person centred approach or innovative models of working with older people at times of lifestyle change
* Knowledge of the ageing process and a positive awareness of the diversity of ageing
* Up to date knowledge and awareness of community care and other issues affecting older people
* Knowledge and understanding of service provision for older people provided by statutory and voluntary agencies including social services and other health, housing providers and Age NI
* Knowledge and understanding of care planning and assessment best practice
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| Skills | * Able to demonstrate excellent interpersonal and assessment skills
* Ability to work sensitively in difficult emotional circumstances with empathy, compassion and understanding
* A professional approach and ability to work independently, planning and delivering casework expectations to a high level.
* A commitment to team working and collaboration within and across Age NI
* Ability to communicate complex information in a range of formats
* Ability to analyse and provide creative solutions to problems
* Ability to manage a diverse caseload on a day to day basis
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| Qualifications | * Level 5 Diploma in Leadership for Health & Social Care Services (Adults’ Management) Wales & Northern Ireland (Desirable)
* Professional Social Work qualification recognised by the NISCC (Desirable)
* Professional Counselling qualification recognised by BAC (Desirable)
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| Additional Circumstances: | * Ability to travel extensively throughout Northern Ireland
* Post holder will be subject to an enhanced Access NI check
* Full driving licence and access to a car for business purposes or access to a form of transport that will meet the travel requirements of the post
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| * Notes: *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.*
* *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*
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