



JOB DESCRIPTION

Job Title:	At Home Coordinator
Responsible to:	At Home Manager
Responsible for:	Homeworkers, Gardeners and Handypersons
Location:	Windsor Street, Bromsgrove, however, this role requires home visits with travel within Bromsgrove, Redditch and Wyre Forest districts
Hours:	15 hours per week (Worked over 3 days – to be discussed at interview)
Annual leave:	25 days per annual plus 8 bank holidays (pro rata for part time hours)
Salary:	£12.96 per hour

Background

Age UK Bromsgrove, Redditch and Wyre Forest is a registered charity which provides support and services for the benefit of older people in North Worcestershire. It is a local, independent, non-profit organisation which is governed by a Board of Trustees.

At Age UK Bromsgrove, Redditch & Wyre Forest we pride ourselves in offering a local person-centred service to thousands of people in Bromsgrove, Redditch and Wyre Forest. Our core services include:

- Information & Advice (I & A)
- At Home with Age UK BRWF

in addition to our range of charitable services and activities focused upon reducing loneliness and isolation (including our Befriending service, Friendship and Social Groups).

Our Vision - To make North Worcestershire a better place to grow older

Our Mission Statement - Delivering high quality local services and support for the over fifties, promoting independence and wellbeing

Job Purpose and Role:

To develop, deliver and grow the operation of the At Home Service and to ensure Homeworkers, Gardeners and Handypersons are motivated and supported to provide a high quality and sustainable customer service.

Key Responsibilities and Duties:

Operational

- To ensure the accessibility of high-quality care services to older people living in their own home
- To ensure referrals to the service are acknowledged within 24 working hours and assessments are undertaken within 5 working days
- To undertake visits to potential clients in their homes, to discuss service requirements and to carry out health and safety and risk assessments
- To help identify and match the most suitable Homeworker to each client
- To ensure the scheduling is carried out efficiently enabling the homeworker to spend the necessary care time with each Client and to allow minimal travel time
- To set up and uphold high standards of quality and ensure that they are clearly communicated to all staff. Ensure that services comply with required standards at all times
- To answer the telephone promptly and professionally, dealing with any enquiries or queries in a positive and affable manner
- To be accountable to the At Home manager for the smooth running of the day to day At Home Service
- To maintain accurate and current records on Charity Log of all communications with the clients and Homeworker
- To plan ahead to cover holidays, training and planned absence

Staff

- To produce consistent rosters and provide home workers with rotas in a timely manner
- To ensure all Homeworkers submit their timesheets monthly which are accurately completed and match these to what is on the system
- To help ensure staff are trained to the relevant standard and DBS checks are in place
- To ensure that all staff adhere to Age UK BRWF policies and procedures
- Report monthly KPIs to the At Home Manager

Health and Safety

- To ensure that all risk assessments are carried out and kept up to date and relevant
- To ensure all staff and volunteers are working within Health and Safety guidelines and organisational policies and procedures

Financial

- To assist in managing the accounting aspect of the At Home Service ensuring Home workers are paid accurately and punctually

Other

- To carry out any other relevant tasks as required to ensure the effective development of the organisation and the delivery of its services
- To maximise the performance of all services via improved planning, systems and monitoring
- To proactively promote other services offered by Age UK BRWF
- Identify opportunities for developing the scope of the At Home Service

At Home Coordinator

Personal Specification

Essential

- Experience in Customer Service
- Excellent people skills
- A good knowledge of Microsoft products including Outlook, Word and Excel
- Excellent organisational skills and ability to prioritise effectively
- High attention to detail
- A positive 'can do' and enthusiastic attitude
- Work on own initiative
- A good standard of numeracy and literacy
- Excellent telephone manner
- Ability to develop and maintain good working relationships at all levels

Desirable

- Previous experience in scheduling staff rotas

Other Information

- Age UK Bromsgrove, Redditch & Wyre Forest is committed to equal opportunities, principles and practices.
- All staff, in their roles & working collaboratively, will be expected to pursue the aims and objectives of Age UK Bromsgrove, Redditch & Wyre Forest set out in the overall strategic plan for the organisation.
- All staff must work within the policies & guidelines adopted by the organisation (see staff handbook).
- All staff will participate in the supervision & appraisal systems adopted by the organisation.

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.