

Service Coordinator

Living Well Support Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Bridging the gap between the NHS and Social Care, the Living Well Support Service provides invaluable support to clients, helping them attain or regain independence after a hospital stay or prolonged illness. Our service is integral to supporting hospital discharges, preventing unnecessary hospital admissions, and may reduce the need for residential care. In the last 12 months, the service has supported over 9,000 people across the County.

The job, in a nutshell

As a Service Coordinator, your main responsibility is to promote independent living and coordinate support services. You will manage a team of wellbeing workers, scheduling and overseeing their work, providing support as required, and ensure service delivery targets are achieved.

You will use a solutions focused approach to ensure that people can access the help that they need when they need it, either from Age UK Lancashire or from other community-based support.

What you'll do for us / The Job

Team coordination

Provide line management to a small team of wellbeing workers, conducting one to ones, managing performance and absence, and ensuring that all monitoring and database updates are completed accurately.

You will proactively receive, obtain and allocate referrals for the Wellbeing Workers, monitor progress, and complete follow up work in a timely manner.

Be responsible for arranging Wellbeing Worker take home and settle visits in line with the service-based targets.



Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: This role requires you to have a full driving licence.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

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Ensure assessments, completed by Wellbeing Workers, are fully and accurately documented and lead to strong outcomes for service users

Work collaboratively with, and signpost to, appropriate services to meet service users needs.

Working with service users and partners

You will attend meetings to advocate for the service, and build relationships with partner organisations, local hospitals and health and social care staff, promoting the service where appropriate.

Engage with service users during hospital visits, discuss support plans to facilitate discharge and arrange home visits.

Administration and Reporting

You will also be responsible for accurate documentation and timely updates in administration, monitoring, and databases.

Responsible for accurate data entry into our CRM system, and hospital systems where appropriate, within agreed timescales.

Working safely

Support your team with any matters arising concerning Safeguarding and Health & Safety

Ensure all work is undertaken in line with the Service Standard, you will keep your skills and knowledge up to date, completing training when required, making sure you are familiar with relevant policies, processes and guidance.

Key Relationships

- ✓ The wider Living Well Support Service team, consisting of the Service Manager, Service Coordinators, and Wellbeing Workers.
- ✓ Hospital NHS and Social Care teams
- ✓ Community organisations
- ✓ Age UK Lancashire teams



Service Coordinator quote:

"We have a great team, everyone supports each other and the job we do makes such a difference for our service users. I wouldn't have any other job."

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Must have

- ✓ Excellent communication skills, both verbal and written, with an ability to build relationships internally and externally
- ✓ Effective decision-making and problem-solving skills
- ✓ An ability to maintain professional boundaries
- ✓ Good organisational skills with an ability to prioritise workloads to meet deadlines
- ✓ Digital skills to enable you to manage your time efficiently and effectively, including Microsoft applications such as Outlook and Excel and everyday use of an iPad and smartphone devices
- ✓ A full valid driving licence and use of a car for business purposes

Great to have

- ✓ Experience of, or awareness of, the issues affecting older people and carers
- ✓ Experience of managing teams in either health, education, social care, community or the voluntary sector.
- ✓ Experience of resource planning, managing staff rotas and absences
- ✓ Knowledge of services available to promote the health and wellbeing of older people
- ✓ Understanding of Safeguarding, risk awareness and Health & Safety, however training will be given
- ✓ Awareness of lone working
- ✓ Experience of promoting independence – identifying needs, signposting, sharing information

Other information

Your work will include time spent within local hospitals, in the community, and at our Age UK Lancashire offices.

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

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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