

Personal Independence Coordinator (PIC)

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.

If you come and work with us, you'll join colleagues who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

What you'll be a part of

Joining a thriving organisation, you'll be part of a team of around 240 Colleagues and 110 Volunteers who deliver services such as Information & Advice, Living Well Support, Digital Inclusion and Support at Home. We'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

The Integrated Care Service forms part of a local Integrated Health, Social care and Voluntary sector Neighbourhood Team (INT) to improve the coordination and quality of support for people over 50, resulting in improved outcomes for individuals, their carer and families.

The PIC role is key in enabling complex personalised support planning for people with long term health conditions, working collaboratively with other Health and Social care professionals including Complex Case Managers, Social Workers, Community Nurses and GPs.

The Job

This is a varied role where you'll liaise with the Primary Care Network (PCN) to ensure the service is delivered in a coordinated, relevant and timely way.

You'll work with people who live with long-term conditions and complex needs, enabling them to set goals and form a personalised support plan which provides a wraparound service to the individual.

By applying a coaching and mentoring approach you'll support individuals to undertake an assisted self-assessment (Guided Conversation), offering both emotional and practical support.

You'll update the INT about the support you have put in place for individuals accessing the service and take responsibility for keeping your skills, training and knowledge up to date.



Employee Quote

*"I think the
culture at AUKL
is very good,
everyone is
happy to help
able to have
constructive
conversations"*

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The role requires you to explore and build social networks for the individual and their family, by offering and developing access to a range of relevant activities and services to promote independence, self-care and self-management.

Experience and empathy of issues that impact individuals, their carers and families in having complex long term medical conditions, cognitive communication problems and for those that lead sometimes chaotic and complex lives is essential.

Key Relationships & Stakeholders

- ✓ Service Manager and Personal Independence Coordinators
- ✓ Local Primary Healthcare and Adult Social Care Professionals
- ✓ Age UK Lancashire staff
- ✓ Service users and families

What we are looking for

You must have **confidence to collaborate** with a range of specialist clinical, social care and support teams who can help an individual and their carer or family with other medical or non-medical needs.

Your excellent **communication skills** will enable you to encourage engagement between individuals using the service and other agencies.

You'll have the ability to **follow protocols** e.g Confidentiality; Information Governance; data protection and safeguarding.

You will have **knowledge of Microsoft IT systems** and client record management systems (CRM) as the job requires accessing and inputting comprehensive information and data, maintaining client records and retrieving information.

You will need to be **self-motivated** with a **positive attitude to succeed** and able to deploy your **problem-solving skills** to navigate challenges.

You have experience of or will possess the ability to **adapt to using tools and frameworks** for capturing data that measures the effectiveness of our intervention.

Experience and/or ability to **support volunteers and students** and an understanding of the role that **prevention, coaching and mentoring** plays in changing people's lives.

You'll have **effective planning and prioritising skills** and **experience of managing a varied caseload**.

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

Driving: To be successful you will require a full driving licence and access to a suitable car to complete Home visits.

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

