

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Age Well Coordinator – Wellingborough & District
Reporting to (Job Title):	Wellbeing Integration Lead
Organisation:	Age UK Northamptonshire
Salary:	£22,323.60 pa
Place of work:	Waterside House and community based
Hours of work:	30 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
Purpose of the Job:	<p>To represent Age UK Northamptonshire as part of a multidisciplinary Age Well Team comprising Adult Social Care, Northamptonshire Carers, Alzheimer’s Society, Northamptonshire Healthcare Foundation Trust, and other partners.</p> <p>You will be responsible for undertaking comprehensive holistic assessments of identified frail older people, usually in their own home, to create a personalized care plan which will assist the person to live well in their own environment, manage long term health conditions, reduce isolation and to improve general wellbeing.</p>
Main Tasks and Responsibilities:	
<ul style="list-style-type: none"> • To receive referrals from GP practices, self-referrals, and other professionals through the clinical systems (SystemOne and EMIS), Extended HUB, and Excel tracker, and to input these into the organisational database, ensuring that all records across clinical and organisational computer platforms are precise, and current. • To undertake an initial triage call to identify the needs of individuals referred to the service and agree with them the course of action that is to be taken and to complete a home visit to carry out a comprehensive holistic assessment if needed. • Where identified as required and agreed with the patient, to facilitate and to carry out a multi-disciplinary meeting via a TEAMS call on your laptop in the patients home. • Following the MDT/holistic assessment, work with the individual(s) and wider Age Well PCN team and agree with the patient a course of action and support to increase their independence within their home, and to support their health and wellbeing. 	

- Work alongside families and a person's wider support network, ensuring their choices, needs and support within their own home are met as a long-term plan.
- To carry out low level equipment assessments, and order equipment if appropriate.
- If required, to carry out patient basic observations, including blood pressure checks, recording these within patient records and to report these to the GP and other health professionals.
- To be aware of community and voluntary sector services provided in the local area, to undertake assessments for these services, and to make onward referrals.
- To gather information for benefit checks in order to maximise income of clients, and thus potentially increase independence and choice.
- To work with General Hospitals, GPs, and NHFT community teams to support patients and increase broader choice for their social support.
- To visit clients in their own homes to monitor the service and re-evaluate goals if appropriate, or to make telephone check calls to offer short term support on a more intensive basis (i.e. initial weekly support to attend a day service).
- To work with Age Well colleagues, to evidence the compliance with stated targets and Key Performance Indicators.
- Maintain an individual caseload whilst working cohesively alongside other Age well partner organisations, supporting a collaborative approach.
- Managing your own rota by scheduling new and follow-up appointments, multidisciplinary team meetings, and other engagements
- Able to provide reassurance to individuals, families, and carers that additional support could be accessed from various sources following or before hospital discharge.
- To Clearly communicate with GP practices of any post hospital follow ups that need to be dealt with.
- To promote the work of Age UK Northamptonshire and Age Well, building local networks with potential referrers and GP surgeries.
- To attend training and meetings appropriate to the position.
- Responsible for ensuring all patient-identifiable information is stored and disposed of appropriately, and that Information Governance and Confidentiality procedures are adhered to.
- In consultation with the Wellbeing Integration Lead, to play an active role in staff and volunteer recruitment, retention, training, and development.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Education & Training <ul style="list-style-type: none"> • Professional qualification in Health or Social Care • Educated to A level or equivalent. • NVQ Level 2 in Care • Car driver with access to own vehicle (no more than three penalty points) 	D E D E	AF AF AF AF & I
Results Driven <ul style="list-style-type: none"> • Shows a readiness to make decisions and commit to a course of action. • Understands the need to consult with managers and to be accountable. • Motivated by challenge and sees problems through to their conclusion. • Recognises own personal and professional limitations • Ability to problem solve, risk assessing often complex conflicting situations. 	E E E E E	AF & I AF & I AF & I AF & I AF & I
Team Effectiveness <ul style="list-style-type: none"> • Displays collaboration and builds alliances encouraging others to work together. • The ability to develop close working relationships with other health, social and voluntary sector care partners. 	E E	AF & I AF/I
Customer Focus <ul style="list-style-type: none"> • Experience of working with older people • Knowledge of working within the voluntary sector • Two years' experience of care / support work • Demonstrates ability to work in a non-judgemental manner. • Dedicated to meeting the expectations and requirements of the service, developing, and maintaining effective relationships, and building trust. • Ability to work with a diverse range of people from various backgrounds 	E D D E E E	AF & I AF & I AF & I I AF & I AF/I
Communication <ul style="list-style-type: none"> • Always communicates clearly and accurately. • Listens to others and absorbs information. • Computer literate, able to utilise computer skills to enhance service delivery. • Ability to communicate confidential and sensitive information in written and verbal formats • Proficient in computer skills, capable of leveraging technology to improve service delivery 	E E E E E	I I AF AF & I AF & I
Influencing <ul style="list-style-type: none"> • Gains clear agreement and commitment from others by persuading, convincing and negotiating. • Able to instil motivation in others, both clients and colleagues 	D E	I AF & I
Planning and Organising <ul style="list-style-type: none"> • Plans ahead and works in a systematic and organised way. • Follows directions, procedures, and policies. • Good time management and prioritisation skills 	E E E	AF AF AF/
Alignment and Compliance <ul style="list-style-type: none"> • Aligned to the values, culture, and mission of the charity. • Knowledge of working within the voluntary sector 	E D	I I

Leading and Supervising <ul style="list-style-type: none"> • With the support of the service manager assists with the overall management responsibility for the local delivery of service • Prepared to take control, exercise leadership, initiate action, give direction, and take responsibility 	E E	AF & I AF & I
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Prepared By: Amy Shelton	Date: 10.11.2024
Authorised By:	Date:

AF – Application Form I – Interview T – A written test will form part of the interview process.