

AGE UK SOLIHULL

JOB DESCRIPTION

Hours of Work: 28-30 hours per week.

Salary: £26,805 per annum FTE.

JOB TITLE:	Home Support Service Coordinator (6 months interim role)
LOCATION:	The main base for the purpose of travel and expenses is The Core, Solihull B91 3RG. There will be a requirement to work from any Age UK Solihull Office without notice in line with the needs of the organisation now and in the future.
RESPONSIBLE TO:	Home Support Services Manager
RESPONSIBLE FOR:	In the absence of the Manager, day to day responsibility for Home Support Workers providing services in the community.
JOB PURPOSE:	<p>To be the first point of contact for the Home Support Service.</p> <p>To coordinate the day to day activity of the Home Support Workers including ensuring the Health and Safety of lone workers.</p> <p>To provide a broad range of administrative and organisational support to the Home Support Service Team including scheduling.</p> <p>To provide practical support, undertaking the duties of a Home Support Worker as necessary.</p>

DUTIES:

1. Answer incoming telephone calls from older people, partner agencies and other interested parties and deal with enquiries about the services.
2. Ensure accurate timesheets and scheduling.
3. Coordinate the duties of the Home Support Workers.
4. Maintain and update the Home Support Service database and scheduling system to the highest of standards ensuring accuracy of all information.
5. Be sensitive to the needs of vulnerable older people.
6. Resolve day to day problems for service users.
7. Ensure Safeguarding Adults policies and procedures are followed at all times and report any safeguarding issues to the or Home Support Services Manager and the relevant authorities.
8. Deal with any day to day communication issues, which may be causing delay or difficulties in providing the service.
9. Complete Initial Assessments in older people's homes as required.
10. Undertake safe and well checks in older people's homes as required.

- 11.** Produce service data as requested by the Home Support Services Manager.
- 12.** Contact service users, usually by telephone, to ascertain information regarding satisfaction with the service and practical outcomes for the individual.
- 13.** Provide general administrative support to the Service, including filing, electronic case records, photocopying, email, taking notes of meetings and dealing with incoming and outgoing mail as required.
- 14.** Undertake banking and reconciliation as required.
- 15.** Ensure all data (paper and electronic) is kept securely and in accordance with Data Protection Act and Age UK Solihull policies.
- 16.** Where necessary undertake duties as required of a Home Support Worker e.g. urgent shopping.
- 17.** Assist the Home Support Services Manager with specific projects relating to the development of the Service.
- 18.** Provide cover for the Home Support Services Manager when they are absent.
- 19.** Any other duties that may be required, commensurate with the grading of the post.

Additional Notes

A car owner/driver is required for this post.

All staff are expected to work flexibly.

All staff have a particular responsibility for ensuring that Safeguarding Adults legislation and guidelines are adhered to, that the well-being of at risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.

This post is subject to a satisfactory enhanced DBS Check and references.

All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters.

All staff are expected to support the fundraising activities of Age UK Solihull.