

## Job Description & Person Specification

<b>Job Title:</b>	At Home Services Co-ordinator
<b>Hours of Work:</b>	Full Time/Part Time
<b>Reporting to:</b>	Services Development Manager
<b>Hourly Rate:</b>	£13.36 per hour
<b>Location:</b>	Worcestershire, Malvern Hills & Herefordshire

### Overview

Our 'At Home' services support older people to maintain their independence and overall wellbeing. Our compassionate team assists with a wide range of support, including housework, accompanying to appointments and other associated tasks to ensure that our clients can live comfortably in their own homes. Our At Home Assistants are also trained to provide engaging activities and companionship for people who might be feeling isolated or lonely. We encourage meaningful conversations, shared activities and recreational outings, fostering a sense of connection and belonging. We are seeking an At Home Services Co-Ordinator to support with the day to day running of these essential services, responding sensitively to the varying needs of older people and ensuring that our At Home staff are supported and connected to customers needing help to stay safe and well at home.

The role will be across Worcestershire, Malvern & Herefordshire, so a flexible approach is needed.

### Main Duties and Responsibilities

- Receive, prioritise, cross reference all referrals received for At Home services, checking against eligibility criteria for the service and allowing flexibility where appropriate
- Gather further information to help with prioritising risk levels and liaise with referring health and social care professionals where appropriate
- Undertake customer assessments, risk assessments and eligibility for the service, as well as using our Wellbeing Evaluation tool to help understand our customer's needs
- Co-ordination and allocation of cases to all staff involved in the service in order to meet service targets on a daily basis

- Where further client support is needed, ensure alternative provision is identified and customer is supported to access services
- Ensure a rota is in place that has capacity to deliver a service that meets the Key Performance Indicators or agreed framework of the service offer
- To be part of the 'on call' rota every month to support staff and the customers for their safety in case of an emergency
- To arrange and conduct comprehensive inductions for all new At Home Assistants
- Within available resources, arrange internal and external training sessions for At Home Assistants in essential skills, knowledge and policies to include:

Safeguarding

Equality & Diversity

Dementia Awareness

Confidentiality

- Take timely and appropriate action to address any issues within placement agreements
- Continuously review the running of the service in partnership with the Services Development Manager
- Ensure accurate and timely data on performance, KPI's and missed targets is accurately collected and risks identified and senior managers are alerted in real time
- Evaluate the service for the quarterly reports
- Ensure accurate and timely records of clients supported and actions taken are maintained at all times
- To frequently use an excellent range of verbal and non-verbal skills to communicate sensitively and empathically with people and their families/ carers to progress all aspects of their support
- To be responsible for the supervision of and support to At Home staff including organising team meetings
- Promote and grow the service and seek out opportunities to present the services to social care and other appropriate services
- To have responsibility for the health, safety and welfare of self and those you supervise/support and to comply at all times with the requirements of health and safety at work regulations (Act 1974), including lone working and incident reporting
- To ensure compliance with the requirements of the Data Protection Act 1994 and associated procedures
- Ensure that all duties and responsibilities are discharged in accordance with Age UK policies and procedures, code of conduct and relevant regulations and legislation, including data protection and confidentiality

- To comply with Age UK equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area

### **Finances**

- To ensure that all clients are fully aware of the current charges as applied to each service; to give them advance notice of any planned future changes (in conjunction with the Finance Manager / Head of Services).
- To arrange with the client for payment for the service / donation towards the upkeep of the service and organisation.
- To keep accurate records of all donations received in connection with the Home Help/gardening service.
- To ensure all monies are banked in a timely fashion and in accordance with established procedures.

### **Service Development / PR & Marketing**

- To promote the services across the district developing and maintaining sound professional relationships with GP practices, care homes, community groups or other individuals or organisations that may help facilitate the expansion or improvement of the services.
- To use a variety of methods to do this including the use of social media, production of leaflets and other promotional materials and a willingness to deliver talks or presentations to a variety of audiences e.g. clients or interested professionals such as GPs.
- To work in partnership with neighbouring Age UKs delivering similar services where beneficial to the organisation as a whole.
- To contribute positive news stories for inclusion in media / social media articles.
- To respond to any requests for information about the service in a positive and timely manner.

### **Reporting, Monitoring and Evaluation**

- To keep up to date and accurate personnel, volunteer and client records using the in-house CRM system - Charity Log.

- To produce quarterly performance reports including both qualitative and quantitative information as required.
- To produce other reports as may be required from time to time e.g. to support grant applications / funding bids.
- To keep management informed of any issues that may arise within the service and to do so in a timely manner.
- To contribute to service evaluation discussions and the on-going development of policies, procedures and guidelines.

### **Miscellaneous**

- To attend and actively engage in regular supervision sessions with the Head of Services
- To attend any training sessions as appropriate and agreed in supervision
- To have a flexible attitude towards work and be willing to work evenings and weekends if necessary
- To undertake any other duties as may be required from time to time and are commensurate with the grading of this post.

## **Person Specification**

### **Essential**

- Good standard of general education and an ability to complete job related paperwork including basic accounting records
- Strong interpersonal and communication skills and demonstrable experience of forging and maintaining effective professional relationships with a wide range of people
- Well organised
- Demonstrable commitment to delivering excellent customer service.
- Comfortable using IT in the work place including MS Office and bespoke databases
- Experience of providing line management supervision to front line workers.
- A flexible approach to work and a willingness to adapt to shifting priorities.
- Ability to respond to challenging situations in a calm and reasoned manner.
- Personable.
- Show an enthusiasm and commitment to working with older people, together with an understanding of their needs.
- To be an enthusiastic and committed team player.
- An understanding of and respect for the charity's values.

- Full clean driving licence.
- Access to your own transport and a willingness to use it for business travel.

**Desirable**

- Knowledge and an understanding of the voluntary sector.