



## **JOB DESCRIPTION**

**Job title:** Independent Living Coordinator  
**Date Reviewed:** May 2021  
**Responsible to:** Services Manager  
**Office location:** Home Based with travel, covering Cheshire West & Chester

**Primary Purpose:** This post will manage the organisation's Independent Living service to the over 65s across Cheshire West and Chester borough. The Coordinator will lead and supervise a team of staff and liaise with partner agencies and service users. The role will also include working for part of the week as an Advisor carrying a case load.

### **Main Duties**

1. To promote and publicise direct payments and support brokerage in creative ways to reach older people and their carers. Stimulating market awareness.
2. To line manage the Independent Living Team providing direction, support and supervision according to quality standards.
3. To explore opportunities for volunteers within the team. This will include recruiting, training and retaining them in order to support delivery of the service.
4. To draw up and maintain a project plan for the service showing activities, resources to be used and a clear timeframe.
5. To maintain and establish links and referral processes with partner agencies and service users ensuring quality controls.
6. To work with the Services Manager ensuring that spending is within the programme budget.
7. To maintain administrative processes and client case file records using charity log and office 365.
8. Ensure that effective reporting and monitoring procedures including file reviews, training records and quarterly statistics are regularly completed. Maintain accurate, up to date records and report regularly to the Services Manager and contract holders according to agreed standards. To produce reports as requested.
9. Provide detailed information, advice and assistance regarding independent living to individuals who choose to receive Direct Payments or Support Brokerage services, according to quality standards.

10. To be responsible for providing information, advice, and training for staff and users of the scheme in all aspects of the service including support planning and delivering induction training for new recruits.
11. Represent the organisation at external events and meetings.
12. To assist the Senior Leadership team to work with providers to develop support services that will meet the demand for services and support.
13. To advise service users of their rights and responsibilities.
14. To establish and maintain good working relations with other relevant agencies, such as Health and Social Services and to respond to enquiries from these and other agencies and from service users.
15. To keep informed of developments locally, regionally and nationally, which may affect the work of the service and to participate in relevant meetings.
16. To assist the Senior Leadership team regarding determining future development of the scheme and to take lead responsibility for specific areas of work as delegated by the Services Manager.
17. To be actively involved in contract negotiations, monitoring and evaluation with funding bodies.
18. Work according to the standards required by the contract and the procedures of Age UK Cheshire especially in relation to the confidentiality policy, safeguarding policy and equal opportunities policy.
19. To promote the services of Age UK Cheshire and to assist in fundraising activities organised by Age UK Cheshire.
20. To be an active part of the team and to assist in the smooth running of the office when other members of staff are unavailable or on holiday and to undertake clerical and administrative duties required to service the post (when required).
21. To undertake any other reasonable duties as requested by the Chief Executive.

#### **PERSON SPECIFICATION – Independent Living Coordinator**

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|   | <b>ESSENTIAL CRITERIA:</b>   |
| 1 | Experience of working within care services, preferably with older people |
| 2 | Experience of supervising and line managing staff                        |

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| 3  | Understanding of care brokerage and direct payments   |
| 4  | Excellent interpersonal skills, with an ability to develop team working   |
| 5  | Establishing, using, controlling and monitoring financial and other records   |
| 6  | Experience of managing a caseload and working directly with people  |
| 7  | Knowledge of the Care Act and how it works in practice  |
| 8  | Understanding of the challenges facing older people who wish to remain independent and living in their own home                 |
| 9  | Good verbal and written communication skills  |
| 10 | Good I.T. skills, including use of databases  |
| 11 | Ability to network with partner agencies and internal departments   |
| 12 | A commitment to empowering older people to have choice and control over their own lives   |
| 13 | Excellent organisational skills and ability to work on own initiative and under pressure  |
| 14 | Commitment to equal opportunities and confidentiality   |
| 15 | Have use of a motor vehicle for work related use  |
|    | <b>DESIRABLE CRITERIA:</b>  |
| 1  | Experience of working with volunteers   |
| 2  | Experience of working within the voluntary sector   |
| 3  | Knowledge and understanding of current legislation as it impacts on older people e.g. Mental Capacity Act and Mental Health Act |
| 4  | Knowledge of the structure and organisation of local and health authorities   |

## **AGE UK CHESHIRE Independent Living Team Coordinator**

The Independent Living Service offers independent information, advice and support to assist older people who fund their care privately to make informed decisions regarding their care needs and requirements. They also support people with all aspects of their direct payment and personal budget.

The type of support provided includes, but is not limited to:

- Arranging care with a care agency
- Assisting with recruitment of a Personal Assistant
- Providing ongoing technical advice and information on all aspects of directing your own care and employing staff legally
- Managing paperwork
- Carrying out DBS (police checks) on your Personal Assistants
- Supporting with employment law issues

The team consists of the Chief Operating Officer, Service Manager, Independent Living Coordinator, Independent Living Advisors and a Support Officer.

The post holder will be expected to comply with Age UK Cheshire's policies regarding equality, health and safety, safeguarding and data protection and confidentiality.

**Hours:** 19 hours per week and this includes 15 hours to be worked as Coordinator of the service and 4 hours as an Independent Living Advisor.

**Salary:** £12,625.60 per year.

**Travel:** The nature of the job will require travel across Cheshire and occasionally in the counties bordering Cheshire. The job holder will need to be able to meet this requirement. Travelling expenses will be paid for travel incurred in the course of duty (paid at Inland Revenue dispensation rate – currently 45p per mile).

**Holiday Entitlement:** From the 1<sup>st</sup> January to 31<sup>st</sup> December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.

**Contract:** All new staff members are subject to a six-month probationary period. One month's notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.

**Pension:** Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.

**Health Care:** Staff will automatically join the Age UK Cheshire's Health Care Cash Plan and will be entitled to receive healthcare benefits.

**Criminal Disclosure:** The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) (Enhanced Disclosure + check of Adults Barred List).

Age UK Cheshire is a *Mindful Employer* and positive actions will be taken to ensure that people will not be excluded from working for Age UK Cheshire because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

**Closing Date:** No later than 5pm on Thursday 20<sup>th</sup> May 2021