

Advice and support coordinator job pack

Title	Advice and support coordinator
Hours	74 hours over a two-week period (to support a 24/7 service)
Salary	£24,402
Accountable to	Care team manager
Responsible for	No direct line management at present
Based	Community based across Cambridgeshire and based in Addenbrookes hospital for two days per week.

About Caring Together

At Caring Together our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

We are passionate about helping people get the practical support and advice that really makes a difference to them – before, during and after their caring role.

An unpaid carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, disability, a mental health problem or an addiction, and would find it hard to cope without their support.

We are proud to support more than 17,000 carers and their families every year, but there are more than 150,000 carers living in our region. And this number is rising.

We need your help to make sure unpaid carers in our local communities receive the practical and emotional support that they need.

About the role

It is an exciting time to consider being part of our team. We are seeking to appoint an advice and support coordinator to support with EHSS and Carers Breaks across Cambridgeshire.

As part of the care team, your key focus areas will be providing a flexible service to patients and their families. You will support a practical and emotional response to individuals returning home after hospital discharge and/or to prevent admission into hospital, assisting them to settle safely back into their home environment, including supporting to build confidence levels and independence. The role will also include supporting families and carers to have a break by supporting individuals in the home or out in the community.

In addition, this very special role will, for two days per week be based at Addenbrookes hospital as advice and support co-ordinator working closely with the patient, their family, carers, and staff during their stay to better understand the person's needs. This can include, work, benefits, housing, heating, social isolation and loneliness, family carer situation etc. Using this information, you will develop a Personalised Care Support Plan. Once put in place you will work with the patient to ensure all their needs are met and action any additional support they require.

The successful candidate will have experience in providing personal and social care preferably between 2-5 years' experience within a domiciliary setting and will work alongside colleagues in a similar role and with care workers and care team managers.

Key accountabilities of the role

1. Be part of a responsive team providing support to customers and their families at short notice in the event of illness or absence in the hospital and community, as well as hospital avoidance and breaks for carers.
2. Provide care support in the community via our homecare service, including complex cases.
3. To travel as required in order to deliver person centred support.
4. To play a proactive role in signposting patients and their families to other relevant support services (both internal and external, both statutory and non-statutory), to prevent further admissions.
5. Work in partnership with the bookings team to identify required support needs, enabling people to remain and return safely in their own homes.
6. To maintain regular contact with the bookings team when on duty to ensure case management and a prompt response, keeping in touch with progress of support.
7. Complete contingency risk assessments, assessments and risk assessments for new and existing customers and emergency packages of care to maintain a 'rapid response' to customer need and ensure high quality support.
8. Liaise regularly and effectively with the wider team.
9. Although generally working on an agreed shift pattern, there may be circumstances when the support requires this to be implemented flexibly i.e. starting the shift earlier or ending later on occasion for the same number of hours.
10. Provide flexible cover for colleagues in the event of holiday and sickness, working as part of a caring team.
11. To take part in the out of hours on call rota system.
12. Complete and submit paperwork, including incidents and safeguarding concerns to required standards.

13. To maintain accurate records on in house systems, to support with patient and family carer case management and contribute to contractual reporting requirements.
14. Participate in an induction programme and attend on-going in-service training as required by the role.
15. Attend regular meetings and supervisions as agreed.
16. Establish positive working relationships internally and externally to support the company to achieve its business plan and meet customers outcomes.
17. To work at all times within the philosophy and policies of Caring Together.
18. To undertake any other duties that may be considered commensurate with the level of the post.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment. We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

Advice and support coordinator - Person specification

Requirements	
Qualifications	<ul style="list-style-type: none"> • A minimum NVQ Level 2 in health and social care or equivalent. Level 3 desirable.
Experience and knowledge	<ul style="list-style-type: none"> • Experience of providing person centred care in the community. • Good IT skills. Experience using laptops and rostering systems. • Experience of working independently, using own initiative and problem solving. • Experience of establishing and maintaining professional working relationships at all levels and work well in a team. • Experience of engaging with a diverse range of users and stakeholders. • Knowledge and experience of working to a high standard within legislative and regulation standards of care. 2-5 years' experience within a domiciliary setting desirable. • Previously undertaken care plan assessments.
Skills and abilities	<ul style="list-style-type: none"> • Ability to multitask. • Ability to work productively with a range of people with a range of needs. • Strong communication both written and verbal and excellent interpersonal skills. • Ability to build effective relationships with stakeholders. • Excellent customer service philosophy.
Personal attributes	<ul style="list-style-type: none"> • Able to work under pressure and cope with change and conflicting priorities. • Willingness to travel across our region. • Seeks continuous improvement. • Engaging personality who demonstrates a friendly, constructive, solution focussed approach.

Application and recruitment process

Interview	TBA
Start date	TBA
Referees	The successful candidates will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable and you may hold some of these qualifications. Please note that if you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 28 days annual leave which includes statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our terms and conditions.
Pension	Caring Together complies with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are to be discussed. Caring Together are committed to ensuring a work life balance for our employees as well as support for our employees who may have priorities such as caring or other family commitments. Flexible working patterns may be considered provided that the needs and objectives of the charity and the successful candidate can be met. The successful candidate will be required to work flexibly at evenings and weekends as required.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.