

### JOB DESCRIPTION

<b>Job Title:</b>	Health and Social Care Co-ordinator
<b>Band/Pay:</b>	Band 5
<b>Department:</b>	Torquay Adult ISU

#### Torquay Health & Wellbeing Team




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#### Job overview

To provide a single point of co-ordination for all incoming Health & Social Care enquiries received.

To provide a consistent point of contact for members of the public or professionals. To undertake conversations to identify needs and risk and collate accurate and appropriate information to refer to the multi- disciplinary team or other Community Led and Voluntary/ Statutory services.

To Carry out social care assessments, apply eligibility and contribute to multi-disciplinary assessments in accordance to the Care Act 2014. To Provide advice and information where appropriate and to provide short-term management of a caseload as well as formulating support plans.

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## **Main duties of the job**

- To collate referral information to identify risks, needs and eligibility
- To Co-ordinate a caseload working alongside a multi-disciplinary Team
- To research a variety of IT solutions
- To undertake Social care assessments ensuring you work within a legislative framework including the Care Act
- To commission appropriate Health and Social Care Services in accordance with current eligibility and liaise with Service Users, carers, families and colleagues
- To formulate/contribute to detailed support plans/summary of needs and contribute to setting goals and objectives based on assessments carried out
- To endeavour to meet identified goals in the most cost effective way
- To explain the financial assessment process to service users and ensure referrals are made to the Financial assessments and benefits team
- To act as a keyworker ensuring you monitor needs and make adjustments to support plans accordingly
- To Co-ordinate a caseload working closely with other members of the multi-disciplinary Team
- To communicate with members of the public, unpaid carers, family members, other professionals, colleagues and external partners over the phone, face to face and using IT solutions

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## **About your new team and department**

The HSCC Torquay Team consists of 13 Team members. We respond in a timely and efficient way to the needs of our Community, by providing easy access to advice/information & support relating to Health & Social Care, including O.T., Physio, Community Nursing and Social Care for the Population of Torquay. The team aim to deal with what they can today and only pass on work where necessary. They respond to incoming enquiries in relation to Community Health and Social Care needs, carry out social care assessments as well as identifying risk, priority and needs. The team co-ordinate hospital discharges for patients and the Intermediate Care caseload. The team work on a rota basis 7 days a week.

## **Detailed job description and responsibilities**

### **Communication and working relationships**

- To communicate with members of the public, unpaid carers, family members, other professionals, colleagues & external partners over the phone, face to face and using IT solutions
- To liaise with individuals who may have communication difficulties due to a Speech and language needs, a sensory impairment or a mental health need
- To exercise tact, empathy & sensitivity at all times and use negotiation skills
- To liaise and work closely with other members of the Multi-disciplinary team
- To communicate medical, social & sensitive information ensuring General Data Protection Regulations are adhered to

### **Planning and organisation**

- To be able to work in an extremely demanding, pressured and stressful environment with constant interruptions by telephone, colleagues and professional office visitors, all relating to current cases or new enquiries
- To be able to multi-task, re-prioritise your workload at short notice and identify risks and urgent work that requires action
- Demonstrate the ability to undertake duties in an autonomous manner
- To work pro-actively to take referrals, manage a small caseload & co-ordinate a support plan to meet identified needs

### **Analytical and judgement**

- To be able to collate appropriate information from a variety of sources relating to individuals, their needs and support network and to apply eligibility
- To analyse information to determine potential risk & priority and action required
- To direct incoming referrals to appropriate teams for assessment

### **Responsibility and accountability**

- To collate referral information to identify risks, needs and eligibility

- To undertake social care assessments primarily ensuring you work within the legislative framework including the Care Act
- To act as a keyworker ensuring you monitor needs and make adjustments to support plans accordingly
- To consider the use of Assistive Technology to meet needs
- To commission appropriate Health and Social care Services in accordance with current eligibility and liaise with service users, carers, families and colleagues
- To formulate/contribute to detailed support plans/summary of needs and contribute to setting goals and objectives based on assessments carried out
- To ensure all mandatory training is kept up to date

### **Responsibility for patients and client care**

- To act as a Keyworker for Adults in the community
- To act as a Co-ordinator for Intermediate care & Hospital discharges into the community

### **Policy and service responsibility**

- To adhere to Organisational policy and procedures
- To adhere to Department Standard Operating procedures
- To work flexibly to meet the needs of the service which will include some weekend working

### **Responsibility for finance, equipment and other resources**

- To commission services to meet identified goals and objectives
- To endeavour to meet identified goals in the most cost effective way
- To explain the financial assessment process to service users and ensure referrals are made to the Financial Assessments and Benefits team appropriately

### **Information technology and administrative duties**

- The post holder must have excellent keyboard skills
- Be able to use several IT solutions to obtain & record Information including PARIS, EMIS & IHCS

- To have a basic ability to use spreadsheet and word processing packages
  - To have the ability to send and receive emails
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### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• GCSE grade C or above</li> <li>• To have a level 4 in health &amp; Social Care/or on appointment to commence the qualification within the HSCC role</li> <li>• Evidence of consistent pattern of learning from education, training and experience</li> <li>• Understanding of basic human needs – physical, emotional, health and social</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ/CQF in social/health care</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Awareness of Care Act 2014 legislation</li> <li>• Assessment &amp; Care Management Process, policies and standards</li> <li>• Effective in using multiple data base computer systems</li> </ul>	<ul style="list-style-type: none"> <li>• Customer care/reception training</li> <li>• Evidence of risk assessment training/awareness</li> <li>• Use of recognised IT packages</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Recent experience working in a health or social care setting with patient contact</li> <li>• Experience of Multi-disciplinary working</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of undertaking holistic assessment of person's needs, commissioning, care planning and reviewing services</li> </ul>

	<ul style="list-style-type: none"><li>• Proven interpersonal skills</li><li>• Good communication skills to communicate effectively with customers, carers, specialist services and colleagues</li><li>• Calm and polite when meeting conflicting deadlines in crisis situations</li><li>• A Self awareness of own strengths and limitations</li><li>• Able to demonstrate good coordination</li><li>• Good organising skills with the ability to use time effectively and prioritise work</li><li>• Demonstrate an ability to undertake duties with greater autonomy and accountability</li><li>• Effective working as individual but also as part of larger team</li><li>• Evidence of continued personal learning and development</li><li>• Willingness to undertake training to develop within role</li></ul>	
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	<ul style="list-style-type: none"> <li>• Commitment to anti-discriminatory practices and compliance with the Equal Opportunities Policy</li> </ul>	
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>• Ability to work at different sites</li> <li>• To be able to work in a large open plan office</li> </ul>	

<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>• Effective keyboard/IT skills, which include accurate recording skills</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Combination of sitting, walking or standing, using I.T. equipment to input and gather information</li> <li>• To travel to meetings, on visits or to other workplaces</li> <li>• To use telephone equipment and headsets</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• You will be dealing with emotional, distressing and complex situations involving service users, their carers and service providers. This will include dealing with sensitive and confidential information. It is essential to have a calm, polite and reassuring approach whilst being realistic</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• You will be essential to be able to focus and concentrate whilst also having to multi-task and deal with several pieces of work at the same time</li> </ul>