

## **Ruils**

### **Job Description**

<b>Job Title:</b>	PAC Care Coordinator
<b>Responsible to:</b>	PAC Team Lead/Manager
<b>Salary:</b>	£25,147 - £27,596 (depending on experience)
<b>Pension:</b>	Employer contribution
<b>Hours:</b>	Full Time (37.5 hours per week)
<b>Based:</b>	Ruils is based at The Disability Action & Advice Centre 4 Waldegrave Road Teddington TW11 8HT

This role is based in different GP practices across the Richmond Borough and you will be expected to visit people in their homes. We offer flexible working with home working where required.

### **Introduction**

Ruils is a user-led charity based in the Richmond borough that supports disabled children and adults and the elderly to live independently, be part of their community and to live life to the full. We provide information, advice, advocacy, befriending and activities to our clients and their families.

We are working with local NHS and social care partners coordinating and bringing together all services with the person at the centre. This is an innovative and ground-breaking approach aiming to improve the quality of life and wellbeing outcomes for our local residents with complex needs.

### **Purpose of the role**

As a Care Coordinator you will work alongside health and care professionals, bringing together local voluntary and community sector, and health and social care organisations, to support clients to maximise their independence. You will work with individual GP practices in a designated Primary Care Network, adopting a multi-agency approach to working with people with complex, long term health needs.

Working with PCN-based multi-disciplinary team (MDT), you will undertake a longer-term key worker role, providing one-to-one support in planning and coordinating seamless care. You will ensure that care planning is led by the client's needs and wishes so that independence can be either improved or maintained and that people can control and direct their own care and support.

### **Main Duties**

The following list summarises the main functions of the Care Coordinator role:

- To participate in regular multi-agency meetings where potential clients will be identified and discussed. You will be required to provide input e.g. information on community support options and take referrals as and when required.
- On receiving a referral, to contact the client and arrange a visit to meet with them to gain a better understanding of their needs, wishes and aspirations.

- To work with the client to develop a support plan (including an action plan) supporting them in the coordination of that plan.
- Work with the client to develop strategies to enable them to manage their long-term health condition better, supporting them to remove any barriers they face in achieving this.
- To link in, as appropriate, with relatives, carers, social care and other involved agencies to ensure an integrated and personalised approach to care and support.
- When allocated as the key worker, to provide a central, continuous point of contact for the individual, their relatives/carers and the professionals involved in the care plan, and to escalate actions that have not been undertaken.
- To act as a key advocate for the client and their family/carer in the successful navigation of health and social care systems.
- To work with clients to support them to prioritise and address the practical, social and emotional issues in their lives which affect their wellbeing - e.g. debt, housing, financial, loneliness, domestic violence, substance abuse - linking them with specialist support, and advocating for them where necessary.
- To work collaboratively with the Ruils' Social Prescribing team to enable clients and their supporters to explore and utilise social networks, enabling them to access a range of activities e.g. peer support, befriending, exercise and wellbeing activities. This may include liaising with other community services to ensure appropriate links are made.
- To keep a watching brief to identify any deterioration in physical health, mental health and wellbeing highlighting any patterns or triggers where appropriate.
- To ensure that the shared Care Plan is kept up to date and that all actions taken are recorded whilst maintaining the confidentiality of personal data in compliance with Ruils and PCN policies and procedures.
- To provide accurate and timely data and performance reports as required.
- To proactively update and provide reports to your line manager and colleagues in Ruils on progress of the work.

### **Ruils Culture**

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation.

## **General**

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled clients to be independent and to create opportunities that enable them to reach their full potential.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation.

The post-holder will:

- Promote the work of Ruils,
- Be self-servicing and will maintain efficient files and records and record on the Ruils database,
- Attend monthly staff meetings,
- Attend personal and peer supervision and appraisal meetings,
- Attend and contribute to Planning Days and Events as and when required,
- Undertake any training necessary to improve performance,
- Comply with all relevant legislation,
- Ensure that confidentiality of client information is maintained in line with GDPR regulations.

## **Special Requirements:**

Flexibility to work outside of normal office hours on occasion.

We actively encourage applications from disabled people and people with long term health and mental conditions.

We operate a Guaranteed Interview Scheme in that we will guarantee an interview to all disabled applicants who meet the essential criteria for the post. Please state in a cover letter if you wish us to consider you for this guaranteed interview scheme.

## **Person Specification**

The post holder should have excellent problem-solving skills along with good communication skills. This role requires someone who is resourceful and solution-focused. An organised person, able to self-manage and cope with a multitude of tasks is essential. Candidates should have relevant work experience.

- Experience:**
- Demonstrable experience of working with people with health and social care needs, or community-based work with socially excluded groups.
  - Demonstrable experience of working successfully in partnership with other professionals.
- Aptitude and behaviour:**
- Self-managing and administrating, resourceful and solution-focused.
  - High level of personal integrity and ability to demonstrate commitment to the aims and values of Ruils.
  - High degree of empathy, understanding and diplomacy.
  - A commitment to enabling people to achieve their potential.
- Skills and abilities:**
- Interpersonal skills that enable you to work with people at all levels, motivate others, build strong working relationships and influence/change people's attitudes when necessary.
  - Commitment to partnership working, including ability to work cooperatively with GPs, colleagues and other stakeholders.
  - Excellent coordination and organisational skills, including ability to prioritise and plan own workload, manage multiple tasks and work to tight deadlines.
  - Strong communication skills (listening, verbal and written) that enable you to inform and advise others clearly, and communicate with a variety of audiences including clients, health and care professionals, commissioners and other organisations' staff.
  - Ability to understand and manage diverse and complex client needs and to use person centred approach to meet these needs.
  - Ability to deliver services in a person-centred way enabling independence in clients.
  - Ability to understand and manage professional boundaries.
  - Digital literacy, and competent with Microsoft Office software. You will need to work with project databases and GP systems as agreed, carrying out your own administration.
  - Ability to travel around the borough in a timely manner as the role requires frequent travel to home visits and various meetings.
- Other:**
- Commitment to professional and personal development.

*Please note a DBS (Criminal Records) check will be required for this role.*