



Age UK Dudley

Job Description

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| Job Title: | Gateway – Project Assistant Funded by Dudley Clinical Commissioning Group (CCG) until March 2016 |
| Responsible To: | Gateway – Project Co-ordinator |
| Responsible For: | Gateway – Project Volunteers |
| Job Purpose: | To support an integrated approach to patient care aimed at prevent inappropriate A&E hospital admissions and reducing frequent users of GP practices. |
| Location: | The post is based at Age UK Dudley, Shopmobility Centre, Merry Hill. Travel around the Borough will be essential. |
| Hours: | Part-time: 20 hours per week, to be worked over 3 days, with a 30 minute unpaid lunch break. |
| Salary: | Age UK Dudley Scale 3 - £8,531 p.a. (F/T Equivalent £15,996 p.a.) |

Main Duties and Responsibilities

1. To accept referrals from GP Practices, the CRRT and Locality Link Teams for high risk individuals who may benefit from non-clinical support to meet a social, emotional or practical need.
2. To undertake detailed 'guided' assessments of the referred patients, utilising information from the referrer, to identify non-clinical services within Age UK Dudley and other Agencies within the Voluntary and Community Sectors which will help to meet identified needs, and achieve personal goals to minimise avoidable hospital admissions and frequency of visits to GP Surgeries.
3. Agree with the patient a support plan and provide the person and their carer, where appropriate, with a plan on what is recommended.

4. Enable and support the patient to access services to meet their needs and agreed support plan.
5. Ensure other professionals including the referrer (and the GP if they did not refer the patient) involved in the patient's care are fully informed of the assessment and support plans in place.
6. Regularly monitor and review the patient's progress against the agreed support plan and report back to referrer and GP (if not referrer).
7. Maintain up-to-date records of contacts with clients utilising paper based and electronic databases in line with Age UK Dudley and CCG reporting requirements.
8. Develop a thorough knowledge and understanding of other existing Age UK Dudley Services and establish working partnerships with a wide range of external Voluntary / Community Services (including access criteria / referral processes and capacity).
9. To support the Project Co-ordinator in the development and delivery of the Gateway Service.
10. To support the Project Co-ordinator in the regular monitoring and evaluation of the Service
11. To support Gateway Volunteers in line with Gateway Service requirements.
12. Ensure Age UK Dudley's Policies and Procedures are understood and adhered to.
13. Undertake any other duties compatible to the post.

Confidentiality Clause - because of the nature of the organisations work, the Board considers that clients are entitled to demand conduct of the highest standard from employees. All information about clients, staff and volunteers to which an employee has access must be treated with the strictest confidence. Failure to ensure this will result in disciplinary action being taken.

Special Requirements - Car owner/ driver. Must hold a current, clean driving licence. Must be prepared to travel as required around the Dudley Borough, and be insured for Class 1 Business Use. Business mileage is currently reimbursed at £0.45 per mile.

The post holder must be prepared to undertake an enhanced Disclosure and Barring Service clearance and provide references in accordance with the agreed recruitment procedure.

Person Specification

Candidates must be able to demonstrate all of the following:

1. Experience obtained in a Health / Social Care background.

2. Educated to NVQ level 3 or equivalent.
3. Empathy, knowledge and understanding of the needs of people aged 50 and over and preferably with some experience of working with this client group.
4. Experience in working with or supporting volunteers.
5. Self-motivated with an ability to work alone and as part of a team.
6. Good communication (both written and verbal), interpersonal and presentation skills.
7. Good time management and organisational skills.
8. Capable of prioritising workloads in a demanding environment.
9. IT Literate and proficient in the use of Microsoft Office (Word and Excel) and an ability to work with bespoke systems.
10. A strong commitment to training and self development and a willingness to share knowledge and skills with others.
11. A willingness to work flexibly when required with possibly some unsocial hours.