

JOB DESCRIPTION

Job Title: Community Liaison Officer (Broker Service)

Responsible to: Contracts and Services Manager

Operationally reporting to: Team Leader – Broker Services and Cardiff and Vale Designated Health Named Lead.

Main Purpose of the Job

To work proactively with the Vale of Glamorgan's Contact Centre and Vale Community Resource Team to maximise patient independence by providing rehabilitative support and information to older people and their families in their own homes:

- On their discharge from hospital
- To prevent avoidable hospital admissions
- Support to address housing issues/help choose alternative housing accommodation e.g., care home

To work in partnership with C3SC and GVS to ensure that a range of voluntary sector health and social care services are pulled together in response to the identified needs of older people who have been referred to the Vale.

Knowledge & Experience

The Community Liaison Officer (CLO) requires a good general education along with an understanding of the social care needs of clients gained through training and/or experience supplemented by ongoing training.

The CLO requires an understanding of multi-disciplinary working along with an appreciation of individual housing, health, and social care roles. As well as an excellent understanding of the range of third sector support across Cardiff and the Vale

The CLO will need to be computer literate and familiar with a number of software packages including UHB Systems, Paris, and Microsoft Office 365. Although not essential experience of using bespoke databases and data inputting would be desirable.

Communications & Relationships

The post holder is responsible for internal and external communications having daily contact with staff within health teams, third sector providers, patients and their families, other community-based health and social care professionals, Team Leader, Age Connects colleagues, as well as a number of other organisations and agencies.

The ability to build good working relationships is a crucial aspect of the role. The post holder will need to work closely with health and social care professionals in Daytime Services and Vale Community Resource Teams by responding to referrals and reporting back on clients' progress, by attending allocation and, where appropriate, weekly multi-disciplinary meetings.

The CLO must undertake a range of social care tasks for clients along with the provision of emotional support. This will require gaining the cooperation of others and communicating with people who may be vulnerable, in ill health and possibly distressed. This will involve encouraging clients to accept services and make informed decisions.

The CLO will work in partnership with C3SC and GVS to raise awareness of voluntary sector services and contribute to the production of voluntary sector information resources, where appropriate

The CLO will provide information and liaise with a wide range of external services to ensure that the older person needs are met and where appropriate apply for and assist with housing and grant applications.

The CLO will be expected to contribute to monitoring and evaluation reports by assisting with the compilation of service statistics and the production of case studies as requested by the Team Leader and inputting into the PARIS database.

Co-ordination

The CLO is responsible for planning and organising their own working day and managing their own caseload. This will include prioritising needs and where necessary making adjustments to their working day to accommodate the changing circumstances of clients and their families or to respond to general service requirements.

The CLO will be responsible for coordinating and actioning referrals from the C1Vale Contact Centre staff and pull together packages of the most appropriate voluntary sector support for older people in response to identified need and maintain contact to ensure appropriate intervention.

Policy & Service Development

The Community Liaison Officer works within clearly defined working practices and organisational policy and procedure. In addition, the post holder will be required to work within the specification of the University Health Boards honorary contract.

The CLO will work with the Contracts and Services Manager, Team Leader, and colleagues to explore and trial any new service developments particularly in relation to the contribution of the role to the Vale Contact Centre. There is also regular opportunity to contribute to changes in working practice for own work area through supervision and team meetings

Finance & Physical Resources

The CLO has a personal duty of care in relation to equipment and resources used in carrying out the role.

The post holder is responsible for the safe transportation of money given as donations and handles client's money for shopping and paying bills.

Whilst there are no budgetary responsibilities within the role an awareness of how expenditure contributes to budget position within the team, e.g., fuel cost effectiveness, is important.

All staff are expected to become involved in promoting the organisation and supporting fundraising activities and events. These funds are vital to the Charity delivering against their charitable objectives.

Supervision

There are no supervisory responsibilities in this role, but the CLO is responsible for demonstrating their role to new staff and visiting health professionals.

The CLO should make effective use of their personal supervision and to make use of training opportunities as appropriate.

Independent Action

The CLO will be expected to work independently and on their own initiative but within clearly defined organisational policies and procedures and in collaboration with health and social care colleagues and appropriate UHB guidance.

This role is responsible and accountable for decisions related to individual caseload management, the assessment of clients' needs, carrying out risk assessments, implementing agreed goals and targets from care plan and for signposting/liasing on behalf of service users.

The CLO reports, liaises and provides feedback to the Broker Service Team Leader and Contracts and Services Manager and receives informal case management support from designated health named lead.

Other Duties

Post holders are responsible for ensuring that all work is consistent with the policy, procedures, and direction of Age Connects Cardiff & the Vale. Post holders may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe workplace, and post holders have a responsibility to do everything they can to prevent injury to themselves and their fellow employees and others affected by their actions or omissions at work.

Signed by Job Holder _____ **Date** _____

Signed by Line Manager _____ **Date** _____