

## Neighbourhood Co Ordinator

### Job Description

Job ID	ID-760
Pay band	Band 4 (Indicative of Job Matching)
Department/Section	
Job purpose	<p>Neighbourhood Working describes an integrated approach to managing patients, through a blended neighbourhood teams made up of workforce of stakeholders from across health, social care and community / voluntary sectors. Teams support vulnerable and complex people, negating barriers to joined up working, ensuring care is proactive to promote the health and wellbeing needs of people with them at the centre of decision-making.</p> <p>The post holder will work as a key member of the core Integrated Neighbourhood Team coordinating this cross system neighbourhood working activity.</p> <p>Key outcomes of neighbourhood working are:</p> <ul style="list-style-type: none"> <li>• Enabling people to remain in, or close to, their own home, whenever possible</li> <li>• Proactive care provision</li> <li>• Improving pathways between services, reducing inefficiencies, fragmentation, and duplication of care</li> <li>• Improved communication and working relationships between individuals and providers</li> <li>• Improving access to, and information about services</li> <li>• Continuity of care</li> <li>• Increasing out of hospital care provision</li> </ul> <p>The Neighbourhood Coordinator will provide a crucial interface between all staff groups that contribute to Neighbourhood Working. The Neighbourhood Coordinator will have overall responsibility for the co-ordination of the regular multi-Disciplinary meetings and, where appropriate, contribute to care planning and tracking patient caseloads.</p> <p>Neighbourhood Coordinators act as an entry point into Neighbourhood Teams being responsible for receiving, logging and tracking referrals and case identification data received for the East Neighbourhood teams. They will support system colleagues with enquiries and requests for support using their knowledge and connections to services across the</p>

	<p>health and care and support system.</p> <p>As part of the drive to improve care for service users and patients, there is a requirement for the post holder to work flexible hours. It is expected that cover will be provided across the working week (Monday to Friday) and during absence by other post-holders in Lincolnshire East Neighbourhood Teams.</p>
Main tasks, duties and responsibilities	<p><b>Lincolnshire Community Health Service requires all staff to safeguard children, young people and adults. All staff are required to access the organisational policies, also the Local Safeguarding Children Board and the Local Safeguarding Adults Board policies and procedures that underpin the safeguarding agenda. The safeguarding policies to be followed are found at <a href="http://www.lincolnshirecommunityhealthservices.nhs.uk">www.lincolnshirecommunityhealthservices.nhs.uk</a> and <a href="http://www.lincolnshire.gov.uk">www.lincolnshire.gov.uk</a> .</b></p> <p><b>LCHS policies, procedures and guidelines - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.</b></p> <p>Coordinate and manage the administrative functions for the Neighbourhood Team. This will include ensuring that meetings are organised, recorded and actions shared and tracked, Facilitate and organise training events and networking engagement events.</p> <p>Supporting both complicated and complex patients, with identification of patients through population segmentation techniques to support proactive management in the community and proactive discharge from hospital.</p> <p>Support operational delivery of one "front door" across Lincolnshire East Neighbourhood Teams.</p> <p>Support a range of projects within scope of the Neighbourhoods, General Practice Forward View and the wider Lincolnshire Sustainability and Transformation Plan.</p> <p>Manage nominations for neighbourhood MDT review from all health, social and voluntary care organisations and ensure all associated documentation pre and post review is completed, where MDTs are part of the current model, or such other way of working which over time may be developed.</p> <p>Support the Neighbourhood Lead to seek alternative</p>

	<p>provision, where the MDT/Virtual MDT have not achieved anticipated outcomes for individuals.</p> <p>Liaise with all professionals involved in patient care including primary, secondary, the ambulance service, and community services including mental health provision, carers, third sector organisations and other relevant groups.</p> <p>Take responsibility for following patients through the system, including when they are admitted to hospital, and be in a position to know what is happening with their care as they progress through the system.</p> <p>Identify opportunities to develop the neighbourhood, as well as blockers and inefficiencies in the system. Feedback to the Neighbourhood lead, participate in and support initiatives for development.</p> <p>To engage with and support the neighbourhood teams/network to build and maintain relationships with primary care, and particularly key practitioners, to facilitate the effective functioning of the neighbourhood.</p> <p>Support local initiatives with partner organisations to widen the influence of the neighbourhood teams and to ensure local projects are co-ordinated across the area.</p> <p>To undertake visits to promote and advertise the work of the neighbourhood e.g. attend and present to organisations team meetings. Be responsible for feeding back actions undertaken.</p> <p>To deal in a professional, helpful and effective manner with members of the neighbourhood, and outside agencies, about neighbourhood business, referring queries on as appropriate.</p> <p>To extract caseload information from IT systems as required and undertake analysis of that information for audit and performance management purposes, including running reports and converting data into charts and tables for sharing with the team</p>
Reporting to	Specialist Neighbourhood Practitioner

## Person Specification

Criteria	Essential <i>It is expected that applicants will meet all the essential criteria to be considered eligible for appointment.</i>	Desirable <i>Enhance a person's capacity to do the job and can be acquired / learnt once in post.</i>
Qualifications	NVQ Level 3, supplemented by diploma level knowledge or relevant experience.  Understanding of a range of work procedure and practises in a relevant area of work	ECDL Qualification
Skills/competencies	Excellent communication skills both written and verbal  Analytical skills and be able to interpret information and present it in a clear and concise manner  Be willing to work flexibly and provide cover as required  Advanced IT Skills	
Knowledge	Able to write reports  Knowledge of creating and using databases	
Experience	Senior administration skills  Understating of service user confidentiality and health and social care processes  Experience of working in a complex care or social	

	care organisation  Experience providing advice / signposting	
Special attributes/specific requirements	Able to work as a team  Able to prioritise and manage own workload	
Personal qualities	Able to demonstrate understanding of factors leading to inequality of access to health and care and wider determinants of poor health  Demonstrate values and actions that promote equality	

**I declare that I have read and understood the Job Description and Person Specification of the role.**

**Post holder name:**

**Date:**

**Line manager name:**

**Date:**