



## Job Description

<b>Job Title:</b>	<b>Senior Community Health Coordinator</b>
<b>Responsible to:</b>	Deputy Chief Officer
<b>Strategic relationships:</b>	Senior Manager, Trustees and Staff from HIVE Portsmouth. Health and Care system staff and VCSE partner organisations.
<b>Hours of work:</b>	37 hours per week, plus additional hours as necessary, although this is not expected to be excessive
<b>Purpose of the Post:</b>	To strengthen the links between community, primary & secondary care health services and the voluntary, community and social enterprise (VCSE) sector by offering an outreach service (Wellbeing Collective) working closely with the existing HIVE Portsmouth community helpdesks. This role holds operational responsibility for coordinating all referrals through the Wellbeing Collective project as well as coordinating the delivery of HIVE community helpdesks across the city. The postholder will work in partnership with communities, health and social care partners and VCSE organisations, ensuring helpdesk activity aligns with wider neighbourhood health developments.
<b>Salary:</b>	£30,000

**This post is subject to a satisfactory DBS check at an enhanced level.**

### Duties and responsibilities

#### 1.0 Partnership Working

- To develop excellent working relationships with clinicians in community health care, colleagues in adult social care, Primary Care Network (PCN) teams, PUH teams and the Voluntary Community Social Enterprise (VCSE) groups and organisations.

- To be present at Transfer of Care Hubs at both St. Marys and QA hospitals to contribute to careplans by identifying non-clinical social support within the community and ensure follow up facilitation.
- To link with the Discharge Teams at QA hospital to identify potential community-based support to enable earlier discharge through the Wellbeing Collective.
- To accept referrals from health and care colleagues for identification of community support which will help people to remain independent, both avoiding unnecessary admission and supporting people on discharge.
- To link with Community Rehabilitation Service (CRS) Team meetings, Case Load Review Meetings to identify additional community support that can be facilitated to support people at home, improve wellbeing and reduce their need for health and care services.
- To identify opportunities for continuous development in conjunction with partners for the coordination of support available which makes best use of resources within the city.
- To work closely with health and social care and VCSE colleagues to identify non-clinical alternatives to traditional care, which develops new viable community support that enhances the city's health and care services.

## **2.0 Outreach**

- To develop and coordinate an outreach service from the community helpdesks.
- To support people to manage their health and wellbeing by accessing community and voluntary services.
- To work with people to identify their aspirations, personal goals and offer choices where possible that help people to improve their health and wellbeing, and to enhance self-care.
- Ensure safeguarding practice and policy is always followed.
- To facilitate city wide networking and connections including social prescribers and other health care coordinators.
- Raise the profile and demonstrate the impact of VCSE contribution to wellbeing and admission avoidance

- Raise awareness with health and care partners of VCSE solutions available.
- Market the HIVE Portsmouth Directory of Services, the HIVE Portsmouth community helpdesks and other VCSE services so that people are more confident in accessing community support directly.

### **3.0 Helpdesk Operations & Coordination**

- Coordinate day-to-day delivery of HIVE community helpdesks across the city. Maintain rotas and ensure all helpdesks are adequately staffed.
- Line manage and supervise HIVE employed helpdesk staff as may be required.
- Provide direct cover for helpdesks and helplines when needed.
- Ensure training, induction and ongoing development for staff and volunteers.
- Work with SMT to identify, plan and mobilise new helpdesk locations.
- Ensure helpdesk development aligns with neighbourhood health priorities.
- Work in partnership with communities, VCSE and health colleagues to develop the offer around the helpdesks.
- Support insight gathering and data sharing across neighbourhood health structures.

### **4.0 Reporting**

- To ensure accurate record keeping and reporting, including anonymised case studies and outcomes.
- To assist with analysis of caseloads to identify those who may benefit from social/non-medical support.
- Become proficient in SystemOne to record progress and outcomes of referrals.
- Be confident in reporting data and outcomes in a variety of means to a range of audiences, whether that be verbally, visually or through formal reports.
- Assess demand vs supply. Identify need, gaps, and work with colleagues across organisations to address those gaps in priority areas of need.

## **5.0 Health and Safety**

- Ensure the correct reporting mechanism are followed to highlight any safeguarding concerns
- Ensure all events and activities have appropriate risk assessments in place.
- Maintain appropriate accident records and reports as required.
- Maintain accurate health and safety records as required.

## **6.0 General**

- To carry out all tasks and duties that may be assigned by HIVE Portsmouth.
- To comply with all policies, procedures and governing documents.
- To maintain all systems in line with the General Data Protection Regulation (GDPR) and all relevant data protection legislation.
- To work proactively to ensure environmental sustainability of all operations.
- To work in effective collaboration with all staff of the HIVE Portsmouth embracing a 'one team culture'.
- To attend all relevant meetings, preparing papers and reports as and when required.
- To deal with customer feedback, whether positive or negative, in a courteous, efficient and timely manner.
- To portray a positive image, both internally and externally of HIVE Portsmouth by displaying high standards of service, integrity, punctuality, politeness and professionalism.

HIVE Portsmouth brings people together to build a happier, healthier and more connected city

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