



Job Description

Job Title:	Project Coordinator (Community Health)
Responsible to:	Deputy Chief Officer
Strategic relationships:	Senior Manager, Trustees and Staff from HIVE Portsmouth. Health and Care Portsmouth staff, Solent NHS staff and VCSE partner organisations.
Hours of work:	37 hours per week, plus additional hours as necessary, although this is not expected to be excessive
Purpose of the Post:	To strengthen the links between community and primary care health services and the voluntary, community and social enterprise (VCSE) sector by offering an outreach service and working closely with the existing HIVE Portsmouth community helpdesk.
Salary:	£25,000

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 and the Voluntary Community Social Enterprise (VCSE) groups and organisations.
- To be present at multi-disciplinary team meetings and virtual ward meetings to contribute to careplans by identifying non-clinical social support within the community and ensure follow up facilitation.

- 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 Portsmouth Rehabilitation and Reablement Team (PRRT) Team meetings and PCN virtual ward meetings and 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 offer an outreach service from the community helpdesk.
- 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 helpdesk and other VCSE services so that people are more confident in accessing community support directly.

3.0 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 System 1 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.

4.0 Promotion

- Act as an ambassador and champion for the VCSE in actively contributing to wellbeing
- Promote the local VCSE by telling their story and illustrating their work.
- Act as a champion for alternative ways of delivering outcomes for people.
- Work with HIVE Portsmouth Communications Lead to promote community services and (ensuring consent) identify case studies for publication, sharing and awareness raising.

5.0 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 provide cover for the helpdesk and helpline 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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