

**Job Description**

**Job Title Support Care Coordinator** **(North England Care Coordination partnership: new ways to tackle serious stress in veterans, their carers and families)**

**Reports to Portfolio Manager**

**Based at There are two available posts, one based in Manchester and the other in Gateshead.**

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| **Job Purpose** | To deliver face-to-face care coordination to complex veterans, their families and carers as part of the *North England Care Coordination partnership (NCCP)*.To engage with local healthcare and key support service organisations who will assist in identified support and create essential pathways for those to access the appropriate services.  |

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| **Primary Responsibilities**  | * To seek out hard to reach individuals who may have disengaged with support services
* To work with veterans, their carers and families so as to support the family unit
* To be embedded within the NHS veteran NHS and CTS services (50% of time) so as to generate referrals and report back on progress with service users
* To utilise and develop the local network of appropriate organisations who may be working with service users who would benefit from the NCCP
* To undertake holistic assessments, working with the service user, to design a personalised care plan; identifying support needs to ensure maximum engagement in improving health and well-being
* To provide service users with continuity and a co-ordinated experience of care, remaining point of contact throughout the individual’s journey
* To establish and maintain effective liaison with stakeholders including health, voluntary, social and education resources, attending relevant meetings as necessary
* To work in partnership with all voluntary and community organisations to build a comprehensive database of local resources
* Work effectively alongside colleagues who provide support to the veterans and their families
* Ensuring all reporting requirements are met
* To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required
* To ensure that the programme meets WWTW professional standards and the reporting requirements
* Undertake relevant training and development as and when identified.
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| **Key Skills, Qualifications and Experience** | **Essential** * Proven experience of working with complex individuals to provide support
* Proven stakeholder management skills
* Competency in Microsoft applications including Word, Excel, and Outlook
* Excellent verbal and written communications skills
* Ability to initiate and manage influential external relationships
* Attention to detail
* Superior organisational skills
* Works Well to deadlines and under pressure
* Driving License and access to a car
* A full DBS will be required

**Desirable** * Empathy with vulnerable Armed Forces veterans and an understanding of the challenges they face in overcoming barriers to successful transition
* Experience or knowledge of working with the third sector
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