

Service Manager

Hospital Aftercare Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you come and work with us, you'll join colleagues who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

What you'll be a part of

You'll be part of a team of around 240 Colleagues and 110 Volunteers who deliver services such as Information & Advice, Home Help, Hospital Aftercare, Digital Inclusion and Retail. We'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

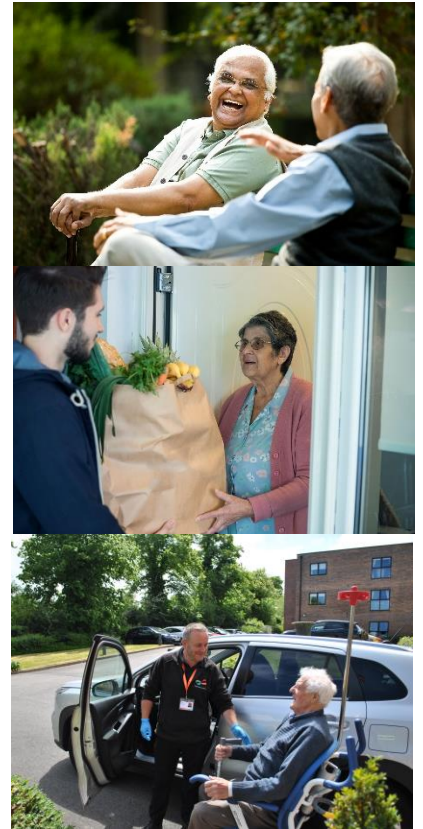
The Hospital Aftercare Service is delivered across Lancashire supporting approximately 8,500 customers with over 30,000 hours of practical and emotional support. Forming part of the Intermediate Care System, the Service promotes independence and faster recovery from illness.

This Service supports adults following a spell of illness or a significant life event, to promote their recovery and prevent hospital admission or re-admission. Your team will enable this by providing practical and emotional support with a range of tasks in the persons home or community.

The Job – Overview of the Role

As Service Manager, you will collaborate with the Head of Service to develop and implement the Short-Term Help and Support strategy. Your goal is to deliver a high-quality and inclusive service that enables older individuals to continue living in their own homes for as long as possible.

Your time managing and developing the service will be spent across various sites including our Age UK Lancashire offices, and local hospitals. Your focus will be on maintaining a professional, efficient, safe, and cost-effective service which meets or exceeds contract targets and quality measures as detailed within the SLA.



Employee Quote

***"I think the
culture at AUKL is
very good,
everyone is happy
to help and able
to have
constructive
conversations"***

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The Job – Responsibilities

You will be responsible for a team of around 25, directly line managing 9 Service Coordinators, working to deliver a 7 day a week dynamic and responsive service.

Effective communication and collaboration with various stakeholders will be key. You'll work closely with the hospital discharge teams, community teams and other health and social care professionals to establish and maintain referral pathways in support of safe patient discharges.

You'll represent the organisation, attending Multi-Disciplinary (MDT) and other meetings which enable us to promote the service to a wide audience.

You will develop and maintain key partner relationships which support the Intermediate Care and Hospital Discharge Pathways and ensure that services provided are efficient, well led and firmly embedded within the geographical area.

You will be responsible for leading, coaching and supporting the Service Coordinators, whose objectives include obtaining referrals, prioritising and coordinating an efficient response within strict parameters. You'll oversee levels of performance, create and agree annual objectives and address any areas of development, implementing appropriate action plans, necessary to ensure the team's success.

You will oversee operational processes related to the service, ensuring smooth and effective execution. As part of your routine, you'll monitor and update statistical information and analyse this to produce reports, supporting the achievement of annual targets.

You will be responsible for effective and efficient service delivery, making use and promoting digital solutions where possible.

You'll lead your team to achieve their goals in line with our organisation's values and overarching aims. You'll lead on recruitment and selection to ensure the right people come to work with us and our service users in Lancashire.

Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: To be successful you will require a full driving licence and access to a suitable car to complete Take Home & Settles

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.



Key Relationships & Stakeholders

- ✓ Service Coordinators, Wellbeing Workers and Hospital Aftercare Service Managers
- ✓ Age UK Lancashire's Head of Service & Operations Director
- ✓ NHS and Social Care teams
- ✓ Age UK Lancashire's General Management Team
- ✓ Clients and families

What we are looking for

Able to demonstrate a **flexible leadership style**, you will oversee a remote working team across West Lancashire, Chorley and Preston, making **client-focused decisions**, balancing both the needs of vulnerable adults, with the service objectives.

Experience in promoting **independence, health, wellbeing**, and **social inclusion** is highly valued whilst **increasing awareness** of the service is a key objective.

You will be able to evidence **experience of working in a varied and fast paced environment**, preferably with experience within health & Social Care.

You will use your **strong operational management** skills to deliver against targets and quality measures, ensuring sufficient coverage for delivery is maintained and within **annual budgetary** requirements.

You'll represent the service and your **strong communication skills** will enable you to **develop and maintain effective relationships** both internally and externally.

Your **attention to detail** will enable you to create robust and detailed reports for the Head of Service and Commissioner, that demonstrate insight into the service and show areas for improvement.

Understanding health and safety protocols, including lone working procedures, and risk assessment processes is critical to the role.

*We
Innovate*

We Care

*We go
above &
beyond*

*We take
Responsibility*

*We are
proud to
work
here*