

nightingale hammerson

JOB DESCRIPTION

Post Title:	Community & Family Liaison Lead		
Department:	Residents Services		
Full/Part Time:		Hours of work	37.5 hrs per week. Five days a week Sunday – Friday (mainly 9am-5.30pm)
Post-holder reports to:	Residents Services Manager		
Post-holder supervises:	None		
Job Summary: To promote admissions to both Nightingale Hammerson care homes and following admission to a home to liaise with residents and their families on non-clinical matters			
Purpose of the role: <ul style="list-style-type: none">• To engage with individuals, synagogues, groups, and organisations within the Jewish community and general community, particularly in North London to promote admission to Nightingale Hammerson homes and initially particular Hammerson House• To facilitate the admissions process of potential residents to Nightingale Hammerson care homes by guiding them through the admissions process in line with Nightingale Hammerson policies and procedures• To liaise with other teams across both Nightingale and Hammerson to facilitate a smooth admission into life in a home• To support residents and their families and advocates with a range of non-clinical issues thereby promoting their wellbeing and integration into the life either Nightingale or Hammerson			
Equal Opportunities <p>Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.</p>			

Duties and Responsibilities

1. To engage proactively in promoting residency in Nightingale Hammerson homes to prospective residents, their families, synagogues, Jewish Community Groups and general community groups by means of face to face meetings and marketing / promotional events
2. To act as a conduit for colleagues from other staff teams in Nightingale Hammerson who also wish to forge links with synagogues, organised Jewish groups and general

community groups, particularly in North London for the purpose of recruiting volunteers, liaising with schools in relation to the inter-generational activities.

3. To respond to enquiries from individuals, families, advocates and statutory agencies about admission to both Nightingale and Hammerson. Conversations include all aspects of moving to a care home including the funding of care.
3. To advise and assist applicants and their representatives in applying for funding packages from local authorities and Clinical Commissioning Groups
4. To negotiate funding packages for incoming and existing residents with local authorities and Clinical Commissioning Groups and 3rd party contributions with families.
5. To attend introductory meetings with potential residents, their families and advocates by undertaking tours of the Nightingale Hammerson homes or visiting them in their current homes. This will include working on Sundays.
6. To undertake all necessary administrative duties and processes to facilitate the admission of prospective residents
7. To communicate and collaborate with colleagues across all teams within Nightingale Hammerson to ensure that all processes are completed to ensure a smooth and successful new admission.
8. To ensure the smooth transition of a resident into life at Nightingale Hammerson and to remain in regular contact with the resident, their family and advocate / social worker.
9. To build relationships with residents and their families / advocates and respond to their enquiries for non-clinical support as may occur from time to time
10. In conjunction with colleagues within the team to ensure all residents are on the electoral register and updated as necessary
11. In conjunction with colleagues to participate in all necessary administrative duties in relation to the Residents Services Department, to keep records and databases up to date and compile statistical reports on trends and developments as required and in line with KPI's
13. To attend team meetings, training, supervision and appraisal meetings as required
14. To undertake such other duties, within the competence of the post holder, as may be required from time to time

Health & Safety

To comply with Nightingale Hammerson's Health & Safety Policy and Procedure.

PERSON SPECIFICATION

The requirements listed below are considered to either be **essential** to successfully undertake the duties and responsibilities of the post or are considered **desirable**.

Applicants should make reference to each point as part of your application.

	Criteria	Essential or Desirable
Experience		
1.	Experience of working with older people	Desirable
2.	Experience of working in an organisation comprising many teams with proven ability to communicate and liaise effectively across teams	Desirable
3.	Experience of working in a customer care or customer focussed role	Essential
4.	Experience of working in a local authority social service team	Desirable
5.	Experience of networking and promotion	Desirable
Knowledge		
6.	Knowledge and familiarity of Jewish community organisations including synagogues particularly in North London	Essential
7.	Knowledge of networks of local NHS Services, GP's, hospitals etc who can act as "refers"/"influencers"	Desirable
8.	Knowledge of range of living options for available for older people	Desirable
9.	Understanding of issues facing older people	Desirable
10.	Knowledge of funding in the older adult care sector	Desirable
Skills		
11.	Ability to effectively communicate calmly and clearly, often under pressure by phone, in person and in written form with a wide range of people including potential residents, relatives, advocates, carers, Nightingale Hammerson colleagues and other agencies	Essential
12.	Ability to work independently and as part of a wider team	Essential
13.	Proven customer relation skills	Essential
14.	Ability to multi-task by prioritising and juggling competing demands	Essential
15.	Experience/ Proficiency in Microsoft Office, Excel, Access	Essential

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| 16. | Ability to create, maintain, update and manipulate excel databases to produce reports and statistics as required | Essential |
| 17. | Ability to research, prepare and facilitate presentations | Desirable |
| Special Conditions | | |
| 18. | To work five days a week including Sundays as agreed with Residents Services Manager | Essential |
| 19. | Work across both Nightingale Hammerson sites. South London site based at SW12, North London site based at N2 | Essential |