

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Neighbourhood Community Team Coordinator	Grade:	SO1
Reports to (Designation)	Senior Neighbourhood Coordinator	Grade:	PO1
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Directorate:	Adult Social Care & Health	Section	Adult Social Care

Main Purpose of the job:

1. The role will strengthen integrated working within Lewisham's Neighbourhood Model by establishing and coordinating regular multi-disciplinary meetings (MDM), ensuring person-centred, strengths-based care is built around the individual.
2. The role will develop, facilitate, and maintain effective liaison between GP practices, Adult Social Care, community services, and hospital trusts, promoting seamless communication and collaboration across the Neighbourhood.
3. The role will work with health and care partners to use data and health analytics to support proactive case-finding, risk stratification, and identification of citizens with complex needs who would benefit from a targeted, multi-agency approach.
4. The role will build and strengthen links with professionals and agencies that enhance Neighbourhood working, ensuring inclusive, equitable access to services and reducing duplication
5. The role will be responsible for developing and maintaining systems that ensure referrals are allocated to the correct care pathway and assigned to the most appropriate Key Worker, supporting timely and coordinated interventions.

Summary of Responsibilities and Personal Duties:

1. Multi-disciplinary working

- 1.1. Act as the first point of contact for health and social care professionals referring cases to the Neighbourhood team, ensuring timely allocation of a Key Worker and a seamless experience for citizens.
- 1.2. Support proactive identification of high-risk cases through the referral process, using health analytics and risk stratification tools to inform care planning and case selection. Ensure accurate and comprehensive records are maintained for all joint cases.
- 1.3. Maintain an up-to-date understanding of citizens with complex needs across health and social care and develop systems to track cases through the Key Worker process, ensuring information is coordinated and shared appropriately between organisations.
- 1.4. Establish and sustain strong working relationships with General Practices within Lewisham, creating clear lines of communication and maintaining key contacts to enable timely information sharing and collaborative problem-solving.
- 1.5. Organise and facilitate regular multi-disciplinary meetings (MDM) within each Neighbourhood, ensuring attendance by relevant professionals such as GPs, District

Nurses, Therapists, Social Workers, and others. This includes arranging virtual and face-to-face meetings as required.

- 1.6. Coordinate and prepare all documentation for multi-disciplinary meetings, record decisions and actions in the form of an Integrated Care Plan, and ensure plans are agreed and owned by the lead professional.
- 1.7. Manage Integrated Care Plans effectively, monitoring progress and ensuring actions are completed within agreed timescales, while maintaining accurate records.
- 1.8. Facilitate timely and secure sharing of information between health, social care, and other agencies to deliver well-coordinated, person-centred support around the citizen.
- 1.9. Use health analytics and collaborative networks to identify citizens with complex needs or at risk of hospital admission, ensuring they receive a proactive, multi-agency response.

2. To the citizens

- 2.1. Work jointly with lead professionals helping people navigate their way through care and support services, providing a seamless and efficient pathway through their care. This may involve educating them on who to contact in a crisis to make sure that they are aware of appointments.
- 2.2. Provide information and signpost people to relevant services and other resources as appropriate.
- 2.3. Develop processes, procedures and pathways in conjunction with partners to ensure that Neighbourhood Teams work in a person-orientated manner, delivering services where the person is at the centre of the care plan. This will help ensure that duplication of tasks or information is reduced to a minimum.
- 2.4. Participate in activities designed to actively learn from the development of the Neighbourhood Model of working. This may include preparing brief reports on feedback which will assist in the monitoring and evaluation of the model.

3. General

- 3.1. Adhere to and actively promote Lewisham Council's strategic vision and values of Open, Fair, and Responsible, embedding these principles in all aspects of work.
- 3.2. Carry out the responsibilities of the post with due regard to the Council's Equal Opportunities Policy, championing diversity and inclusion in every interaction.
- 3.3. Carry out the responsibilities of the post with due regard to the Council's Health and Safety Policy, ensuring a safe working environment for citizens, colleagues, and partners.
- 3.4. Be an effective team member and contribute to achieving service outcomes and outputs agreed with your line manager, including participation in performance reviews and management meetings.
- 3.5. Use information technology systems confidently and effectively to deliver the duties of the post, supporting digital transformation and accurate record-keeping.
- 3.6. Assist in implementing the Council's environmental policy within day-to-day activities, promoting sustainability and responsible resource use.
- 3.7. Ensure that vulnerable citizens are considered at all times and report any current or potential safeguarding concerns promptly to your line manager.
- 3.8. Prepare and present reports to partnership boards, health organisations, and other stakeholders on health and social care information, including analysis of data and the role of integrated teams within the Neighbourhood Model.
- 3.9. Undertake any other duties within the scope of the post as directed by the Specialist Integration Lead.

- 3.10. Undertake other duties commensurate with the grade, as may reasonably be required.
- 3.11. Consideration will be given to making reasonable adjustments for a disabled post holder in line with the Council's commitment to equality and inclusion.
- 3.12. Ensure compliance with GDPR and data protection legislation, maintaining confidentiality and security of all personal and sensitive information. Promote safe and responsible use of technology, including awareness of cyber security risks and adherence to Council protocols for data handling and system access.
- 3.13. The role will support hybrid working arrangements, combining remote work with on-site presence as required. The postholder must be able to attend Laurence House or other Lewisham Council or partner sites for meetings, collaborative work, and service delivery when necessary.

PERSON SPECIFICATION

JOB TITLE: Neighbourhood Community Team Coordinator

POST NO: 53208

DEPARTMENT: Adult Social Care & Health

GRADE: Scale SO1

Note to Candidates

The Person Specification outlines the skills, knowledge, and experience required to carry out the role. It informs the job advert and will be used for shortlisting and interviews.

Categories marked “**S**” will be used for shortlisting.

Categories marked “**T**” will involve a test as part of the interview process.

If you are a disabled person and unable to meet some requirements specifically because of your disability, please address this in your application. If you meet all other criteria, you will be shortlisted, and we will explore reasonable adjustments to enable you to do the job.

Equalities: Commitment to implement Lewisham Council's Equal Opportunities Policy and champion diversity and inclusion. Awareness of equality, diversity, and anti-discriminatory practice in health and social care.	S S	
Experience: Substantial experience in Adult Social Care and/or Community Health services. Experience of organising and managing meetings, including minute-taking and action planning. Experience of managing competing priorities in a fast-paced environment. Experience of working in a customer-facing role, demonstrating empathy and professionalism. Experience of working in a diverse, inner-city environment, respecting cultural differences. Experience of working independently and as part of a team with minimal supervision. Experience of communicating effectively with a wide range of stakeholders, including citizens, carers, and senior managers.	S S	
Knowledge: Extensive knowledge of Social Care and/or Community Health services. Knowledge of the national agenda for integrated health and social care and the Neighbourhood Model. Understanding GDPR, data protection, and safe use of technology, including cyber security awareness. Knowledge of performance management frameworks within health and/or social care.	S S	

Skills and Abilities:		
Excellent interpersonal and communication skills, including the ability to present complex information clearly to varied audiences.	S	
Ability to develop and maintain effective working relationships across multiple organisations and professional groups.	S	
Strong planning and time management skills, with the ability to manage complex and competing priorities.	S	
Ability to work flexibly and collaboratively as part of a team.		
Excellent written skills, including the ability to produce well-structured reports.		
High level of digital literacy, including confident use of IT systems and virtual collaboration tools.	S	
Other:		
The post requires the relevant checks with the Disclosure and Barring Agency (DBA) Working days: Wednesday, Thursday, Friday		