

Living Well Support Service - Service Coordinator

Location: Based at Royal Preston Hospital

Salary: FTE £27,306 per year

Hours: 28 hrs per week, working shifts 9-5 and 10-6, over 7 days inc. BH's and 1 weekend in 5

Reference: LWSS019

Fixed Term to 31/3/27

Are you looking for a varied and rewarding role working with people, supporting them to retain or regain independence following a hospital stay of period of illness, where you can make a difference in people's lives every day?

If so, we are looking to recruit a **Service Coordinator** to join our existing **Living Well Support Service** team, working across the Preston/Chorley & South Ribble

Age UK Lancashire's Living Well Support Service provides invaluable support to clients over the age of 18, helping them attain or regain independence after a hospital stay or prolonged illness. Our service is integral to supporting hospital discharges, preventing unnecessary hospital admissions, and may reduce the need for residential care. In the last 12 months, the service has supported over 9,000 people across the County.

About us:

Age UK Lancashire are a leading Charity, proudly delivering services to over 20,000 older people across Lancashire each year, we are dedicated to supporting and empowering older adults to live fulfilling and independent lives.

We are committed to providing innovative and impactful services that address the evolving needs of older people in our community.

About the role:

As a Service Coordinator you will:

- Promote independent living and coordinate referrals from a variety of sources within the Living Well Service.
- Manage a team of Wellbeing Workers, scheduling and overseeing their work, providing support as required, and ensure service delivery targets are achieved.

- You will use a solutions focused approach to ensure that people can access the help that they need when they need it, either from Age UK Lancashire or from other community-based support.

As the SC you will manage a small team of Wellbeing Workers who undertake assessments on hospital wards, support discharge by arranging to take service users home from hospital, and can provide short-term in-home support as required, and can signpost to other services as well as Age UK Lancashire.

To be successful in this role you will:

- ✓ Have excellent communication skills, both verbal and written, with an ability to build relationships internally and externally
- ✓ Be able to demonstrate effective decision-making and problem-solving skills
- ✓ Have an ability to maintain professional boundaries
- ✓ Possess strong organisational skills with an ability to prioritise workloads to meet deadlines
- ✓ Be able to use your digital skills to enable you to manage your time efficiently and effectively
- ✓ Hold a full valid driving licence and use of a car for business purposes

This is a hugely rewarding role for the right person. If you are passionate about making a difference and have empathy towards others, then we would love to hear from you.

Please note there is no personal care within this role.

Service Coordinator Quote:

“What I particularly enjoy is the diversity of the role, working alongside varied care and health professionals, and the continuous learning. It is a position which gives you a great sense of accomplishment by making small but impactful changes in people’s lives.”

This role is predominantly office based, your work will include time spent within local hospitals, in the community, and at our Age UK Lancashire offices.

We know you will understand why we want to make sure we recruit the right person with the right skills, experience, and abilities to join our team, so it is important that you give us as much information as possible about what makes you the right person for this role. On your application form, tell us about your relevant skills, experience, and what you would bring to this role.

What’s in it for you?

- Full training and comprehensive induction to ensure you have the support you need to succeed and thrive in your new role
- A friendly and inclusive culture

- 25 days annual leave increasing to 30 with length of service + bank holidays
- Workplace pension scheme
- Access to Employee Assistance Programme
- Financial wellbeing and planning support
- Staff discount card for hundreds of High Street shops and online services.
- Blue Light card eligibility
- Travel expenses will be paid for all journeys required for work, excluding travel from home to base.
- Hospital metered parking will also be paid for costs incurred carrying out your role
- Bank Holidays paid at double time

DBS: This post is eligible for an enhanced DBS check, and all the associated costs will be met by the employee.

Closing Date: **15th October 2026**. We will review applications as they arrive, so please apply early as we may close recruitment if a high volume of applications are received

Interview date: W/C 19th October 2026

A full job description and the link to the application form can be accessed via our Age UK Lancashire website: <https://www.ageuk.org.uk/lancashire/get-involved/work-for-us/ageuklancashirelivingwellsupportservicecoordinator/>

Please make full use of the job description when applying.

If you require any additional support with the application process, please email recruitment@ageuklancs.org.uk

Use of AI

At Age UK Lancashire we recognise that technology is changing the way people apply for jobs and Artificial Intelligence (AI) can be a valuable tool to support your journey. However, it's important to ensure your application still reflects your own voice, skills and experience. AI should support, not replace, your experience. Always review AI-generated content carefully and be ready to talk about it in interviews.