**JOB DESCRIPTION**

Age UK York is a local independent charity who exist to support the older people of York and those around them.

For over 50 years our team of staff, volunteers and supporters have enabled our charity to be there when needed and together realising our mission in making a positive difference to the lives of the older people of York. Each day our team deliver a wide range of services providing vital, timely and trusted support in our continuing commitment in assisting older people, those around them and our communities across the city.

Age UK York is committed to diversity, inclusion and equality. Through our recruitment we want to build a workforce that represents the communities we exist to help and that is best able to support all older people in York.

We are an organisation committed to staff development. We will support you to grow as a professional and develop your skills and talents, including supporting you to gain new qualifications

**Job Title:** Supporting Independence Service Coordinator (Gift of Friendship)

**Location:** You will be based at Age UK York’s office. You will spend time in the older person’s home and various community locations, where our services are delivered. The organisation supports hybrid working.

# Hours: This role is offered on a part-time basis. The hours will be from 0.5 - 0.8FTE (18 - 28 hours). As an employer, we support flexible working and are happy to discuss alternative proposals.

**Holidays:** 5 weeks + 1 day plus statutory bank holidays (pro rata for part time working).

**Term:** This role is offered on a fixed-term contract until March 2027**,** with the possibility of an extension after this point, if additional funding is secured.

**Salary:** £23,687.20 (pro rata for part-time working)

**Accountable To:**

Supporting Independence Service Manager.

**Responsible For:**

Volunteers supporting the delivery of the Supporting Independence Service.

## AIMS OF THE ROLE

The Supporting Independence Service aims to improve the quality of life for vulnerable and isolated people, maximising their independence and helping

them to remain safe and comfortable in their own communities for as long as possible, whilst maintaining their individual dignity, privacy, freedom of choice and being treated with respect.

The service offers short and longer term support to help reduce loneliness and isolation. This includes introducing social activities, supporting the older person to access their local community, offering companionship / befriending.

You will be working with a range of other Age UK York staff, clients and supporters to identify and develop opportunities to reduce social isolation among older people in York.

You will have regular liaison with other partner agencies and referrers.

# RESPONSIBILITIES AND DUTIES

# Contact the older people referred to the service and complete assessments to ascertain what’s important to them and what support can be offered from the service.

# Liaise with volunteers about ongoing client needs, goals and provide ongoing support as needed.

# Undertake regular supervision and mandatory training as agreed with Supporting Independence Service Manager.

# Support the work of the Volunteering and Outreach worker to recruit appropriate volunteers to support the older people within the service.

1. Manage and empower volunteers within the service to provide support to older people to maintain and build social connections, within the policies and procedures of Age UK York
2. Ensure that referrals are received and processed efficiently, and that adequate support is provided to those awaiting a suitable volunteer.
3. Ensure that older people are signposted or referred to suitable alternative provision, if appropriate.
4. Address problems and concerns raised by older people or volunteers relating to the service, using the appropriate policies to manage situations
5. Ensure that the health and wellbeing of older people using the service is promoted, managing all risks and safeguarding concerns effectively.
6. Work alongside other Age UK staff to ensure services are coordinated and that older people receive support that meets their interests and needs.
7. Work with colleagues across the city, building our partnership approach and ensuring wide awareness of Age UK York’s service offer and ambitions.
8. Support volunteers to report on client feedback and case studies as part of our organizational commitment to lived experience driving all our service development and delivery.
9. Record details of any interactions with clients and volunteers on the client database (Charity log).
10. Adhere to AUKY policies and procedures including Safeguarding, Health and Safety, Equal Opportunities, Confidentiality, Supervision, Handling Money, Complaints and disciplinary and grievance.

## PERSON SPECIFICATION

## Essential Criteria

1. Experience of working with, and understanding of the needs experienced by older people.
2. Able and willing to travel between different locations in the city on a typical working day.
3. Strong organisational skills, an ability to effectively prioritise own workload and experience of delegating tasks.
4. Able to use creativity and initiative to solve problems.
5. Competent using office software (Outlook, Word, Database, Excel with a high level of accuracy when inputting data.
6. Excellent communication skills.

## Desirable criteria

## Experience of working in services delivered by volunteers.

## Experience of recruiting, inducting, training and supporting volunteers.

1. Experience of partnership working and building effective cross-organization relationships.
2. Experience of working with older people with frailty, dementia, physical and mental health needs and / or sensory issues.

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