##### JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Statement of Terms and Conditions or Contract of Employment of the post holder.

*The job as described will be reviewed on a regular basis to respond to the changing needs of the post and of the organisation.*

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| **Job Title:** | Home Services Coordinator Reading |
| **Base:** | 119 London St, Reading, RG1 4QA |
| **Employer:** | Age UK Berkshire:Company No. 7928260, Charity No. 1146462 |
| **Hours of work:** | 20 hours per week (up to 20 hours) |
| **Salary:** | £9620.00 |
| **Responsible to:** | Operations Manager |
| **Responsible for:** | Home Help Plus and Dementia Support staff and Easyshop Volunteers |
| **Terms and Conditions:** | All terms and conditions are in accordance with the standard terms and conditions of employment with Age UK Berkshire.Details of these can be found in your Contract (Statement of Terms and Conditions of Employment). |
| **Special Conditions:** | Local travel during work will be required, for which mileage allowance or public transport costs will be paid.  |
| Occasional evening and weekend work may be necessary, for which time off in lieu on an hour-by-hour basis is allowed. |
| The post is subject to a satisfactory Disclosure and Barring Scheme check. |
| **Date this Job Description was last reviewed:** | August 2019 | **Closing date for applications:** |  |
| **Expected date of commencement:** |  | **Intended end of contract:** | Not applicable = permanent |

### JOB SUMMARY

1. To coordinate the delivery of designated Age UK Berkshire services in Reading and East Berkshire[[1]](#footnote-1)
2. To liaise closely with staff and volunteers delivering specific Age UK Berkshire services within Reading and East Berkshire[[2]](#footnote-2)
3. To work closely with the West Berkshire Home Services Coordinator
4. To liaise with other agencies within Reading and East Berkshire, ensuring that there is a good flow of communication and appropriate referrals
5. To develop and maintain close links with funders and other major stakeholders, including the delivery of timely reports and to initiate and develop partnerships able to deliver services for older people within Reading and East Berkshire
6. To have supervision and line management responsibility for staff and volunteers employed by Age UK Berkshire and working within the designated services, including the development of a training programme and regular appraisals
7. To ensure that staff and volunteers are aware of and apply appropriate policies and procedures, particularly in relation to Health & Safety and the Safeguarding of Vulnerable Adults
8. To have responsibility for the recruitment, training, support and supervision of staff and volunteers working on the designated programmes within Reading and East Berkshire
9. Together with the Operations Manager develop new services, and work to establish new sources of funding for programmes of work, in Reading and East Berkshire
10. To monitor budget for paid for services
11. To raise general awareness of the services operated by Age UK Berkshire and of issues of concern to older people within Reading and East Berkshire,
12. To work to ensure equality of access for all older people and that wherever possible the programme of work engages disadvantaged and excluded groups of older people
13. To collect data and provide information that will be used to demonstrate the achievement of milestones, and inform the monitoring, evaluation and reporting of
the programmes
14. To carry out other duties commensurate with the tasks and within the competence of the postholder.
15. **PERSON SPECIFICATION:**

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| **Experience** | How measured? |
| Working or volunteering in a not for profit organisation | A, I |
| Successful management of high and varied personal and organisational workload | A, I |
| Experience of providing an information and advice service | A, I |
| Experience of working with older people and/or vulnerable adults | A, I |
| Experience of community care issues | A |
| Experience of maintaining casework | A, I |
| **Knowledge and understanding** |
| An understanding of the needs of older people and the key issues affecting them | A, I |
| Understands need for confidentiality | I |
| An understanding of challenging behaviour | I |
| A good understanding and knowledge of the Welfare Benefits system | A, I |
| A good understanding and knowledge of health and social care support and advice agencies | A, I |
| Benefits of using ICT systems to manage information | A, I |
| **Skills and abilities** |
| Customer service skills | A, I |
| Excellent listening skills and strong communication skills, written and verbal, with people from a wide range of backgrounds, to respond to their needs with sensitivity  | A, I |
| Able to deal tactfully with various people and situations | A, I |
| Ability to work under pressure as a team member, with self-assurance, self-confidence and to have a responsible approach to team work | A, I |
| Skills and abilities in use of ICT systems in order to be able to effectively locate, store and disseminate information | A, I |
| Ability and willingness to follow set procedures, e.g. in casework and file management | A, I |
| Ability to negotiate on behalf of clients and to demonstrate the skills necessary in advocacy work | A, I |
| Partnership working with other organisations / agencies | A, I |
| Work on own initiative, flexibly & to the needs of the organisation and service | I |
| Able to prioritise workloads and meet targets | I |
| **Training and qualifications** |
| 5, A-C GCSE’s or equivalent, including English and Maths | A |
| Demonstrable commitment to continuing professional development | A |
| **Other** |
| Commitment to the values and ethos of Age UK Berkshire | I |
| Commitment to the principles of equality of opportunity and confidentiality | I |
| Ability to travel across the area of benefit as may be needed | A, I |

In your application form, you should endeavour to clearly show as many of the APPLICATION (A) criteria above as is possible, in order to be short-listed for interview.

Where INTERVIEW (I) criteria are shown, interview questions and procedures will be set to bring out these criteria (i.e. you will be asked to demonstrate/prove those things); in particular, for any area described above as “proven” or “demonstrable”, we will require you to actively prove or demonstrate your experience, understanding, skills or ability in that area.

Where TEST (T) criteria are shown, a specific test or exercise will be held as part of the interview process, where you will be expected to demonstrate your experience, understanding, skills or ability in that area.

1. As at August 2019 the following services are coordinated by the Reading and East Berkshire Home Services Coordinator: Home Help Plus Service, Dementia Service and Easyshop [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)