##### JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Principal Statement of Terms and Conditions 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:** | Out and About Coordinator - Bracknell |
| **Base:** | Huntley House, 119 London Street, Reading, RG1 4QA |
| **Employer:** | Age UK Berkshire:  Company No. 7928260, Charity No. 1146462 |
| **Hours of work:** | 30-37.5 hours per week (1 year Fixed Term Contract) |
| **Salary:** | £10.00-£10.50 ph |
| **Responsible to:** | Services Manager |
| **Responsible for:** | Out and about worker.  Recruiting and managing volunteers assisting the Out and About service. |
| **Terms and Conditions:** | All terms and conditions are in accordance with the standard terms and conditions of employment of Age UK Berkshire.  Details of these can be found in your Contract (Statement of Terms and Conditions of Employment). |
| **Special Conditions:** | The post holder will support Out and About Volunteers and Clients across Bracknell and the wider Berkshire area. |
|  | 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 Enhanced Disclosure and Barring Scheme check. |
|  | Local travel during work may be required, for which mileage allowance or public transport costs will be paid.  Driving licence and access to a car is essential |
| **Date this Job Description was last reviewed:** | May 2021 |

### JOB SUMMARY

Day to day operation and coordination of the Out and About service. Responsibility for increasing the client and volunteer numbers and the overall development of the service. The service delivered should support older people to get out and about in their community accessing social activities.

**Main Duties:**

1. To coordinate the Out and About Service across Bracknell and the wider Berkshire area.
2. To publicise and promote the service encouraging referrals of socially isolated/ hard to reach older people to the service.
3. In association with the Volunteer co-ordinator, to recruit, train and induct volunteers, including the take-up of references and DBS checks.
4. To operationally deliver the service, to produce written evaluation reports, case studies and monitoring information on a quarterly basis in the format agreed.
5. To work with the Service Manager to expand the reach of the service.
6. To match volunteer and service user, and accompany the volunteer on the first visit(s).
7. To carry out appropriate risk assessments and health and wellbeing questionnaires
8. To assist the volunteer and service users in solving problems whether within the relationship or externally.
9. To regularly monitor and review the needs of existing service users.
10. To research social activities for older people in their community to help combat social isolation.
11. To assess the needs of individual older people, offer support to enable them to become more socially-engaged and on a short-term basis to accompany those people as necessary on initial visits to new social opportunities. To encourage and engage volunteers to assist with this.
12. Capture, maintain and update put and about client details on Age UK Berkshire customer database (charitylog).
13. To undertake relevant training to maintain skills and knowledge necessary for this post.
14. To comply with all Age UK Berkshire policies and procedures and with all relevant legislation.
15. To carry out any other duties, commensurate with the rate of pay and grading, as may from time to time be assigned by the Trustees of Age UK Berkshire.

**PERSON SPECIFICATION:**

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| **Experience** | Essential/ Desirable |
| Working or volunteering in a not-for-personal-profit organisation | E |
| Work in health or social care environments in direct contact with service users | E |
| Ability to prioritise workload. | E |
| Customer/client care | E |
| Use of IT systems to manage information and people | E |
| Support of and work with older people | E |
| **Knowledge and understanding** | |
| An understanding of social isolation, its causes and effects | E |
| An understanding of the needs of older people | E |
| Understanding of safeguarding and Making every contact count principles | D |
| An awareness of the services provided by the voluntary sector | D |
| **Skills and abilities** | |
| Good verbal and written communication skills with a variety of people | E |
| High-level skills and abilities in use of IT systems | E |
| Able to set up and manage a network of appropriate contacts | E |
| Work on own initiative, flexibly & to the needs of the organisation and service, including evenings and weekends as required | E |
| Production of appropriate reports | E |
| Work unsupervised to meet agreed targets and as part of a small team | E |
| **Training and qualifications** | |
| Demonstrable commitment to continuing professional development | E |
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| Commitment to the values and ethos of Age UK Berkshire | E |
| Commitment to the principles of equality of opportunity and confidentiality | E |
| Car and driving licence and the ability to travel across the area of benefit | E |

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

Where DESIRABLE (D) 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.