

Recruitment Pack

Community Health Engagement Officer

Hello from our Chief Executive



Hi!

I'm Lauren and I am delighted that you are considering applying for a role with our incredible team at Age UK Bolton! Our organisation has been a cornerstone of the Bolton community since 1947, and we take immense pride in being recognised as a leading charity specialising in ageing well in our area.

Age UK Bolton isn't just a charity; it's a community. With 50+ dedicated staff members and an incredible team of 250 volunteers, we work collaboratively to deliver a variety of high-quality services that significantly enhance the quality of life for older people in Bolton. We are committed to our aspiration of being the best older people's charity to engage with, support, work for, volunteer for, and partner with—not just in Bolton, but beyond.

Every year, we engage with over 10,000 of Bolton's older residents, providing vital services and support that help them live fulfilling, independent lives. Our services range from practical help and advice to social activities and companionship, all aimed at promoting wellbeing and improving people's quality of life.

At Age UK Bolton, we believe that our strength lies in our team. It's important to me that everyone who joins us feels seen, heard, and valued. We foster an inclusive culture where everyone's contributions are recognised and appreciated. We are continually evolving, ensuring that our services remain relevant and impactful in meeting the needs of the older people we serve.

Our work is deeply rewarding, and we are driven by a shared passion for making a difference. Each member of our team brings unique skills and experiences that enrich our organisation and help us achieve our mission. Whether you're a seasoned professional or new to the charity sector, there's a place for you here at Age UK Bolton.

As you consider this opportunity, I want you to know that joining Age UK Bolton means becoming part of a family that cares deeply about its members and the community. It means being part of something where your ideas and efforts have a real impact.

If you are passionate, enthusiastic, and ready to contribute to a team that is making a real difference, we would love to hear from you. Your journey with Age UK Bolton could be the start of something truly special, not just for you, but for the many older people who rely on our support!

Thank you for considering joining our amazing team and the very best of luck in the recruitment process.

Kindest regards,

A handwritten signature in black ink that reads "Lauren McKechnie".

Lauren McKechnie
Chief Executive

About us

Age UK Bolton is an independent charity working to improve the lives of older people across the borough.

Established in 1947, our charity now supports over 10,000 of our borough's older people each year and contributes over £3 million to Bolton's economy. Through our wide range of services, we help people remain independent, active, and connected to their communities.

In addition to our charity services, we also operate Age UK Bolton Enterprises, our wholly owned trading arm. This dynamic and innovative division enables us to develop income-generating services like our cleaning and shopping offer, aiding our financial sustainability and ability to meet the evolving needs of older people.

Our vision is to create a borough where everyone can age well. By joining us, you'll help make this a reality.



Overview of the role

Community Health Engagement Officer

Salary:	£11,179.21 (£25,178.40 FTE)
Contract:	Fixed term until 30 th September 2026 (possibility of extension subject to programme funding)
Hours:	16 hours per week
Responsible to:	Strength and Balance Team Leader
Location:	Age UK Bolton, The Square, Bolton BL1 1RZ Regular travel to community venues and care home in Bolton

Overall role purpose

The Community Health Engagement Officer will support the delivery and coordination of Age UK Bolton's Falls Prevention in Care Homes Programme and Nutrition and Hydration Programme.

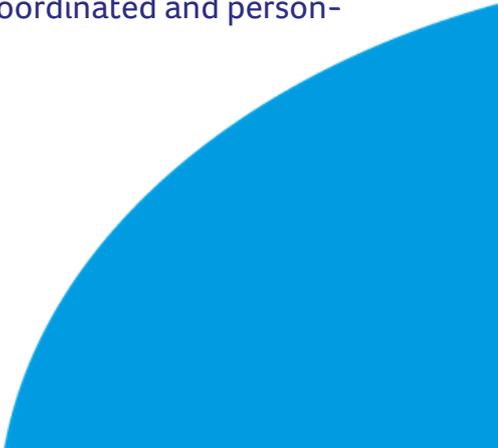
The role will focus on engaging directly with care homes and community venues, building strong, trusted relationships that support participation, and coordinating delivery in a way that is organised, accessible, and responsive to individual needs.

Working closely with the Strength and Balance Team Leader, the postholder will play an important role in strengthening engagement with care homes, enabling access to programmes and contributing to consistent, high-quality delivery across Bolton.

The role combines administrative coordination with proactive engagement, including visiting care homes to promote programmes, organise delivery and support participation where required.

The postholder will also contribute to a positive, inclusive and person-centred culture, supporting engagement and participation across the communities we work with.

The role forms part of a wider, integrated approach, contributing to coordinated and person-centred support for older people across Age UK Bolton.



Key responsibilities

As Community Health Engagement Officer, you will be responsible for:

1. Service Coordination and Delivery

- Coordinate and organise programme delivery across care homes and community venues, ensuring sessions are well-planned, accessible and responsive to the needs of participants
- Ensure delivery staff are informed of session requirements, locations and timings
- Support the smooth and efficient running of sessions, resolving issues and adapting delivery where required

2. Engagement and Relationship Building

- Act as a key contact for care homes and community partners, building positive and trusted relationships that support ongoing engagement
- Work proactively with care homes to encourage participation, remove barriers to access and support involvement in programmes
- Support care settings to understand, prepare for and engage with delivery, ensuring sessions are appropriate and meaningful for participants
- Visit care homes to promote programmes, strengthen relationships and support delivery where required
- Act as a visible and approachable representative of Age UK Bolton, supporting a positive experience for partners and participants

3. Programme Support

- Support the delivery of the Falls Prevention in Care Homes Programme and the Nutrition and Hydration Programme, ensuring both are coordinated effectively and delivered in a way that supports participation
- Assist with planning, logistics and coordination across both programmes
- Work closely with the Strength and Balance Team Leader to support effective and person-centred programme delivery

4. Monitoring and Reporting

- Maintain accurate records of sessions, attendance and engagement in line with organisational requirements
- Gather feedback from participants, care homes and partners to support learning and continuous improvement
- Support data collection and reporting to evidence programme impact and outcomes

Key responsibilities

5. Administration

- Provide administrative support to the Strength and Balance Team Leader
- Maintain accurate and up-to-date records in line with organisational policies and procedures

6. Collaborative Working and Person-Centred Approach

- The postholder will work as part of a wider Age UK Bolton team, contributing to a collaborative culture that supports holistic, person-centred care. This includes:
 - Taking a person-centred approach, recognising and responding to the individual needs and circumstances of each person
 - Working collaboratively with colleagues to ensure coordinated and joined-up support
 - Identifying where individuals may benefit from additional support and working with colleagues to respond to these needs
 - Sharing information appropriately to support safe, effective and seamless support
 - Building positive working relationships across teams
 - Contributing to a culture of shared responsibility, where improving outcomes for older people is a collective goal

General Responsibilities

- Work in line with Age UK Bolton policies and procedures, including safeguarding, confidentiality and health and safety
- Represent Age UK Bolton professionally and positively when working with partners and the community
- Contribute to the continuous improvement and development of services

Additional Duties

- The postholder will undertake any other reasonable duties appropriate to the role, as required by their line manager or senior leadership team.
- This may include working across teams or supporting wider organisational priorities, ensuring a flexible, collaborative and person-centred approach to meeting the needs of older people.

Person specification

Essential Skills

- Experience in administration, coordination or engagement roles
- Strong organisational and planning skills
- Excellent communication and interpersonal skills
- Ability to build and maintain relationships with partners and stakeholders
- Confident using IT systems, including Microsoft Office
- Ability to work independently and manage workload effectively

Desirable Skills

- Experience in health, social care or the voluntary sector
- Experience working with older people
- Experience working with care homes or community organisations
- Experience in data collection and reporting

Personal Attributes

- Person-centred and empathetic approach
- Proactive, organised and able to manage competing priorities
- Collaborative and team-focused
- Positive and professional approach to work
- Committed to improving outcomes for older people

Recruitment process

Age UK Bolton is committed to equality, diversity, and inclusion and aims to make the recruitment process as accessible and person-centred as possible.

To apply, please send a CV and covering letter to recruitment@ageukbolton.org.uk. You can also post your CV and covering letter to Age UK Bolton, The Square, 53- 55 Victoria Square, Bolton, BL1 1RZ.

If you would like an informal conversation about the role or our organisation before submitting your application, please contact Vicky Hitchen via email on vickyhitchen@ageukbolton.org.uk or by phone on 01204 382411.

Closing date: Tuesday 14th April at 5.00pm

Interview date: Monday 20th April

Start date: Subject to DBS check and references



Contact us

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BL1 1RZ

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