

**JOB DESCRIPTION  
AGEING WELL CO-ORDINATOR**

**RESPONSIBLE TO: AGEING WELL MANAGER**

**RESPONSIBLE FOR: AGEING WELL VOLUNTEERS AND FROM TIME TO TIME OTHER STAFF AS DIRECTED BY THE AGEING WELL MANAGER OR CHIEF EXECUTIVE.**

**SALARY: £18,685 P.A. PRO RATA**

**HOURS: 16 HOURS PER WEEK ON FLEXIBLE BASIS INCLUDING OCCASIONAL EVENINGS & WEEKENDS WITH REASONABLE NOTICE**

**OVERALL JOB PURPOSE**

To support a range of high quality, complementary 'Ageing Well' services and activities that meet the needs and aspirations of older people in Bolton; with a focus on support to remain at home safely, tackling loneliness and isolation, developing independence and encouraging people to maintain their mental, physical, emotional and social activity to make later life a rewarding and fulfilling experience.

**KEY RESPONSIBILITIES**

1. To work with older people, Age UK colleagues, partners and volunteers to develop, deliver and promote a wide range of high quality, complementary services that support independence, tackle loneliness and isolation and promote a healthy lifestyle.
2. To co-ordinate a team of volunteers in order to deliver an effective programme of community-based services and activities including Befriending, Lunch & Leisure Clubs, Physical & Creative activity classes, and other projects as appropriate.
3. To provide practical support to Age UK colleagues, volunteers and partners to ensure that classes, activities, clubs and events run smoothly including the creation of a safe, stimulating and welcoming environment for all.
4. To take the lead in delivering regular community groups and activities including, but not limited to, afternoon teas and sessions for people living with dementia, and their carers.
5. To take the lead delivering the Befriending Service, matching clients and volunteers, monitoring, reporting and evaluating the service.
6. To work with older people, Age UK colleagues, partners and volunteers to better understand the needs of older people, including those who are often hard to reach or struggle to be heard, to contribute to the identification of gaps in existing provision and to inform learning and service development.
7. To proactively market and promote the range of Ageing Well services offered by Age UK Bolton and its partners where appropriate.

8. Ensure compliance with Quality Standards, Health & Safety, Equalities, Confidentiality, Data Protection and other organisational policies and procedures as appropriate.
9. To support the Ageing Well Manager and Volunteer Co-ordinator to identify and provide opportunities for volunteering, ensuring that volunteers are motivated, supported and retained, assisting with inductions or supervision, where relevant.
10. To utilise systems and procedures (including the use of ICT systems) to record client information in accordance with Data Protection and privacy policies to capture and help evaluate service monitoring requirements such as outputs, outcomes, and quality.
11. To develop and sustain effective relationships with customers, volunteers, Age UK colleagues, partners and the wider community in order to promote the safety, independence, health, well-being and personal development of older people in Bolton.
12. To collect and report on monitoring figures from a wide range of community groups on a quarterly basis to the Ageing Well Manager in order to meet the reporting needs of all funders and commissioners, in a timely manner.
13. To work flexibly on occasion, providing office, activity or centre-based cover in the absence of Ageing Well colleagues or volunteers, or to cover annual leave, within the remit of the specified hours.
14. Other duties as directed by the Ageing Well Manager and the Chief Executive which are consistent and commensurate with the responsibilities of the post and the needs and development of the programme of community services and activities.

## **HOURS OF WORK**

16 hours per week to be worked on a flexible basis that may include occasional evening and/or weekend work with reasonable notice. There may be some negotiation in working patterns but 10am to 2pm four days per week is preferred.

The post holder is required to hold a full driving licence and have access to a fully taxed, road worthy and insured vehicle for use on charity business.

## PERSON SPECIFICATION

### AGEING WELL CO-ORDINATOR – AGEING WELL TEAM

<b>ESSENTIAL CRITERIA</b>	<b>ASSESSMENT METHOD</b>
<b>KNOWLEDGE &amp; SKILLS</b>	
Strong verbal and written communication skills	Application/Interview
Effective organisation and prioritisation skills	Application/Interview
Good people and relationship building skills	Application/Interview
Understanding of and empathy with the issues affecting older people	Application/Interview
Understanding of the importance of remaining physically, mentally and socially active in later life	Application /Interview
Understanding of the issues faced by people living with dementia and the impact this has on their carers	Application/Interview
Effective people, resource and time-management skills	Application/Interview
Demonstrable commitment to Equalities	Application/Interview
ICT literate - including Microsoft Office suite of programs	Application
<b>EXPERIENCE &amp; QUALIFICATIONS</b>	
Good standard of education	Application
Service and/or activities delivery	Application/Interview
<b>WORK RELATED CIRCUMSTANCES</b>	
Willingness and ability to work flexibly including occasional evenings and weekends, sometimes covering for staff absence and leave	Application/Interview
A proactive approach to the personal development of oneself and others	Application/Interview
Ability to drive with access to a vehicle for business use	Application/Interview
<b>DESIRABLE CRITERIA</b>	
Experience of working with older people either in a paid or voluntary capacity	Application/Interview
Experience of working with volunteers	Application/ interview
Experience of working in Health & Social Care or delivering community activity programmes	Application/Interview