

## Age UK Bournemouth, Poole & East Dorset Job Description

<b>POST TITLE:</b>	Lunch Club Coordinator (East Dorset)
<b>SALARY SCALE:</b>	£8759pa
<b>HOURS:</b>	16 Hours per week to be worked over Monday 9-3.20 & Thursday 9-3.20 Plus 4 Hours Admin (to be worked Friday 10- 2)
<b>RESPONSIBLE TO:</b>	Chief Executive and Executive Committee of Age UK Bournemouth, Poole & East Dorset
<b>RESPONSIBLE FOR:</b>	Activities Coordinator, Minibus Drivers & Volunteers
<b>BASED:</b>	Bournemouth & Ferndown
<b>PURPOSE:</b>	To coordinate the running of two lunch clubs running in St Leonard's & Ferndown

### **Main Tasks- Clients**

1. To contact all referrals for the two lunch clubs within East Dorset (Braeside & Ferndown) either over the phone or through our internal database. Update internal database where appropriate
2. To arrange assessments for clients at the appropriate venues
3. To arrange transport in conjunction with our transport providers ensuring that it is cost effective
4. To complete all relevant paperwork for clients
5. To ensure the health and safety of all clients attending the lunch clubs
6. Complete review forms with clients once a year

### **Main tasks- Lunch clubs**

7. Set up each club for the day (tables, chairs, refreshments etc.)
8. Liaise with the Activities Coordinator regarding planned activities for each day
9. Liaise with Activities Coordinator with regards to variety/ choice of activities
10. Liaise with the Lunch club cook regarding mealtimes, feedback regarding meals, ordering of food, client preferences etc.
11. Be responsible for alternative meals if cook is on annual leave or sick.
12. Collect all monies, complete appropriate banking sheets and bank money
13. Provide the Chief Executive with all relevant accounts information at the end of each month

14. Arrange appropriate volunteer cover for each club ensuring appropriate client/ staff/ volunteer ratio for health and safety
15. Ensure that staff and volunteers have appropriate training i.e. moving and handling of people, first aid, food hygiene etc.
16. To assist with morning refreshments and ensure tables are cleared, washing up is done etc.
17. To assist with lunch, serving food, clearing tables, washing up etc.
18. Assist the Activities Coordinator with activities if required
19. Ensure that premises are cleared at the end of the day
20. Collection of activity boxes from the hub in Ferndown
21. Buy raffle prizes for each club.
22. Be responsible for the health and safety of all attending including staff and volunteers
23. Liaise with the Chief Executive over any Safeguarding concerns
24. Deal with queries as they arise on the day
25. Liaise with the Marketing & Publicity Officer regarding publicity
26. Liaise with the Chief Executive regarding any expenditure at the lunch clubs
27. Be the first point of contact for client complainants, following the organisation complaints procedures

### **Main tasks- Transport**

28. To arrange transport for clients using either minibus provision, volunteer drivers or other providers, email lists each week and notify of any cancellations or amendments
29. Ensure that transport provided is cost effective
30. Ensure that minibus drivers have the appropriate training i.e. first aid, safeguarding, moving and handling, Midas etc.
31. Ensure that all drivers provide appropriate documentation for driving
32. Provide all minibus drivers with the appropriate paperwork to complete i.e. vehicle checklists etc.
33. Liaise with the drivers regarding servicing, MOT and maintenance of vehicles and arrange vehicles to be booked in for appropriate MOT's etc.
34. Update transport lists for drivers and provide them with the updated lists weekly if any changes

### **Main tasks- Staff/ Volunteers**

35. Day to day line manage the activities coordinator, minibus drivers, and volunteers
36. Undertake staff reviews

### **General**

37. Undertake any other duties as requested by your line manager.
38. Ensure service delivery is in line with relevant quality standards.

39. To liaise with other AUKBPED Staff to ensure that clients receive all other necessary services and to work as part of a team with other Age UK Bournemouth staff.

40. To ensure that AUKBPED policies are adhered too, including Health & Safety, Equal Opportunities and Confidentiality etc.

41. To undertake any other reasonable duties as requested by the Chief Executive, senior managers or Trustees.

## **Age UK Bournemouth, Poole & East Dorset Person Specification**

### **Essential**

Car driver and use of a car

Computer / Internet / E-mail literate.

Knowledge and understanding of issues affecting older people in relation to health & social issues

Ability to engage well with older people

Good written and verbal communication skills

Ability to show empathy with older people and to adapt communication to the needs of the client

Ability to keep clear and concise written records

Ability to deal with a number of ongoing enquiries at any one time

Ability to work under pressure

Ability to be responsive to situations arising and respond accordingly

Ability to coordinate, direct and support staff

Flexibility to adapt to the needs of the clients and the service

Excellent organisational skills

Ability to work between two sites

Knowledge of Age UK Bournemouth, Poole and East Dorset Services

Ability to engage well with older people

Ability to have a flexible approach to your role and assist other team members either in the kitchen or with activities

### **Desirable**

Previous experience of working with older people

Experience of managing staff

Experience of undertaking assessments

Knowledge of the areas you will be working in i.e.Ferndown & St Leonard's

