

Age UK Bournemouth, Poole & East Dorset Job Description

POST TITLE:	Day Services Coordinator
SALARY SCALE:	£10792pa
HOURS:	18 hours per week – days to be agreed
RESPONSIBLE TO:	Head of Day Services, Chief Executive and Executive Committee of Age UK Bournemouth, Poole & East Dorset
RESPONSIBLE FOR:	Volunteers
BASED:	Various
PURPOSE:	To coordinate and run our day activities in East Dorset such as our Meet and Eat Clubs, Pub Clubs, Day Trips & Shopping Trips primarily in Ferndown/ St Ives & St Leonard's

Main Tasks

To contact all referrals

Update internal database where appropriate

To arrange assessments for clients at the appropriate venues

To arrange transport in conjunction with our drivers

To complete all relevant paperwork for clients

To ensure the health and safety of all clients attending our groups

Main tasks- Meet & Eat Clubs/ Lunch Clubs

Set up each club for the day (tables, chairs, refreshments etc.)

Liaise with venue catering team regarding meals

Collect all monies, complete appropriate banking sheets and bank money

Provide the Chief Executive/ Finance Officer with all relevant account's information at the end of each month

Arrange appropriate volunteer cover for each club/group

Liaise with the Head of Day services to ensure that staff and volunteers have appropriate training i.e., moving and handling of people, first aid, food hygiene etc.

To assist with morning refreshments and ensure tables are cleared etc

To assist with lunch, serving food, clearing tables etc

Provide a daily activity (bingo, card games etc)
Ensure that premises are cleared at the end of the day
Collection of activity boxes from the hub in Ferndown
Be responsible for the health and safety of all attending including staff and volunteers
Liaise with the Chief Executive over any Safeguarding concerns
Deal with queries as they arise on the day
Liaise with the Head of Day Services or Chief Executive regarding any expenditure at the lunch clubs
Keep weekly attendance records

Main tasks- Activities (Community)

To attend community activities such as day trips, pub clubs & shopping trips
To assist with helping clients on and off our buses
To be responsible for health & safety of all clients
Day to day line management of volunteers

General

Undertake any other duties as requested by your line manager.
Ensure service delivery is in line with relevant quality standards.
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.
To ensure that AUKBPED policies are adhered too
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. / Ability to use or learn to use office 365
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 various 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