Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 60 years.

With nearly 80 staff and over 150 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:
To make Bromley and Greenwich places were all can enjoy later life.

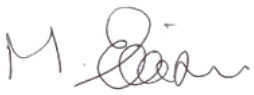
Mission
Age UK Bromley & Greenwich will listen to and collaborate with older people to ensure that they are fully represented in both boroughs. We will work with older people to enable, support, and connect. We will enable, promote, and respect older peoples' choices, independence, and well-being.

Values
Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation, and society is enriched by its diversity.

Respect: We respect our staff, volunteers, and clients. We believe in their potential and will help them to realise their ambitions.

Creativity: We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.



Mark Ellison
Chief Executive

Job Title: Bromley Support Services Coordinator

Hours: 37.5 per week

Salary: £31,500

Location: Bromley

Reporting To: Health & Wellbeing Manager

Job Purpose: To lead the coordination of several of our services supporting independance. To take part in the day to day running of the services and supervise staff and teams and oversee recruitment, training and development needs.

Key Responsibilities:

- Ensure the smooth running of Take Home and Settle and PDSS.
- Cover the Handy Person Coordinator when sickness or annual leave occurs.
- Use and manage rotas, electronic diaries and databases.
- Manage and triage incoming referrals for specific services
- Where required make home visits to clients
- Out-of-hours on-call responsibilities to support staff with concerns or emergencies on a rota (Additional out-of-hours payment made)
- Promote and grow hospital-related services within the PRUH and Orpington Hospital and seek out opportunities to present the services to staff at the hospital.
- Review the running of the services with a dynamic approach.

- Identify, report and manage risks.
- Evaluate the service and complete the quarterly reports.
- Collate and review time sheets on a monthly basis.
- Ensure staff training is kept up to date.
- To provide timely and effective data reporting to the health and wellbeing manager.
- Communicate sensitively and empathically with people and their families/ carers to progress all aspects of their support.
- To be responsible for the supervision of and support of junior staff, including organising team meetings.
- Coordination and allocation of cases in order to meet service targets on a daily basis.
- To have responsibility for the health, safety and welfare of self and those you supervise/support and to comply at all times with health and safety requirements at work regulations (Act 1974), including lone working and incident reporting.
- To ensure compliance with the Data Protection Act 1994 requirements and associated procedures.

Bromley & Greenwich ageUK

Person Specification:

Experience	Essential / Desireable
A professional Health or Social Care qualification	D
Experience of working with people with disabilities and/or frail elderly people in the statutory or voluntary sectors	E
Experience of engaging and communicating with older people and their families and carers to carry out assessment of needs and risks to achieving person centered outcomes	E
Experience of finding solutions to difficulties people experience in carrying out activities of daily living	E
Experience of recruiting, induction, training and developing staff members new to the service to build up capacity and skills required to deliver a borough wide sitting service.	D
Experience of building positive working relationships with multi-disciplinary professionals and integrated working.	D
Experience of supporting, supervising and developing team members.	E
Experience of communicating both verbally and in writing with a wide range of internal and external partners	E
Experience of working within a Hospital or with Hospital staff	D

Person Specification:

Experience	Essential / Desireable
Awareness and knowledge of conditions and age related frailty that may impair a person's health & wellbeing, independence and safety.	E
Working knowledge of national policies and legislation relevant to Health & Wellbeing including safeguarding procedures.	D
Knowledge of recent research and national and local policies on role of Third Sector in delivering Health& Wellbeing services	D
Awareness of resources and services available from statutory, voluntary and other sectors.	D
Systemic approach to recording work accurately and timely.	E
Able to work independently and cooperatively as part of several teams	E
Experience of managing staff	D
Experience of working in a team setting	D
Excellent oral and written communication skills, and able to communicate at all levels and buildstrong professional relationships internally and externally	E

Person Specification:

Experience	Essential / Desireable
Understand the challenges older people face around communication and be able to communicate on all levels with our clients and or their family, friends, etc	E
Ability to bring creative solutions to problems.	E
Dynamic approach to work	D
Demonstrate a real commitment to equality of opportunity	E
Good understanding and empathy of all older people	E
Reliable and good time keeping	E
Able to work flexibly	E
Be able to self-motivate	E
Ability to travel across Bromley and Greenwich boroughs when required	E
Full UK driving license	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Hybrid Working: Consideration will be given to any hybrid working requests although it may not be appropriate for all services. This is subject to you spending a minimum of 2 days a week in your designated office for full time employees, and pro rata for part time employees.

Employee Assistance Programme: LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

Bromley Well launched in October 2017 to help people living in Bromley borough to improve and maintain their health and wellbeing. BTSE (Bromley Third Sector Enterprise) is made up of Age UK Bromley & Greenwich, Bromley, Lewisham and Greenwich Mind, Bromley Mencap, Citizens Advice Bromley, Community Links Bromley and a growing number of Associate Member organisations working in the London Borough of Bromley.

If you have any questions please contact our HR department:
hr@ageukbandg.org.uk
020 8315 1862