

Recruitment Pack

Senior Personal Safety Assessor (Part time, 28 hours a week)

Salary £31,489 pro rata - Part Time 28 hours per week £25,191.20



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To reach, involve, support, and connect people so they can age well in Croydon.

Equality and Diversity

Age UK Croydon is an equal opportunities employer and any discrimination or harassment on the grounds of colour, sex, race, nationality, religion, ethnic origin, sexual orientation, disability, marital status, domestic circumstances, trade union membership/non-membership, or age will not be tolerated.

Privacy Policy

As prospective employees of Age UK Croydon, we think it's important you know the types of data we process about you. Please click on the following link to find our Privacy Policy: <https://www.ageuk.org.uk/croydon/about-us/our-policies/>

Background Information

Age UK Croydon is one of the largest charities in Croydon and we have been representing the interests of older people across the borough for over 25 years.

We have an expert team of staff and volunteers who work together to deliver our extensive range of services and activities right across the borough. With services spanning information and advice, health, wellbeing, falls prevention, dementia support, one to one personal independence coordinators, befriending and social activities, Age UK Croydon offers a holistic solution for older people to access the services they require in one place.

OUR VISION

Valuing ageing, Improving Lives, Growing Communities

OUR MISSION

To reach, involve, support, and connect people so they can age well in Croydon.

OUR CORE VALUES are at the heart of how we work. They represent the feeling we want people to get when they work with us and they guide the decisions we make as individuals and as an organisation.

Integrity	We treat everyone equally and with respect
Inclusion	We respect diversity and champion accessibility
Trust	We're honest, truthful and can be relied upon
Compassion	We're warm and approachable
Continuous Improvement	We strive to become better every day by listening and implementing feedback

Our Strategy

Our previous strategy was developed in 2018 and during this time we have achieved several milestones.

- **Demonstrating effective collaboration** with our statutory and voluntary sector organisations through 'One Croydon Alliance' which is a pioneering programme to join up the health and social care system, to provide a more integrated, efficient, holistic, and people-centred system.
- **We launched several new initiatives** during the last few years to support older people. A key initiative has been the piloting of work in care homes to ensure that care home residents are supported and connected in the community.
- **Our Brigstock Road premises is now a community hub** every Monday, where community can drop in to get support through both statutory and voluntary organisations.

Our Strategic Objectives

- **Achieving sustained income growth**, focusing on unrestricted income, so that we can invest, innovate, and build capacity.
- **Expanding our reach in our community**, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups).
- **Working together to deliver a holistic client journey**, making every contact count, so that we can achieve our mission.
- **Building one diverse, skilled, and empowered team**. We will attract, retain, and nurture staff and volunteers, so that everyone fulfils their potential.
- **Becoming the organisation of choice** for funders, partners and as an employer.

How to Apply

Senior Personal Safety Assessor

Salary £31,489 pro rata - Part Time 28 hours per week £25,191.20

Tuesday – Friday 9am – 5pm (to be agreed with successful candidate)

Age UK Croydon's very successful Personal Safety Project (Falls Prevention) for older people in Croydon is recruiting a new Senior Personal Safety Assessor. If you are an enthusiastic, passionate and organised individual, this could be the role for you.

Our Personal Safety Project (PSP) is a free service which aims to help older people who have fallen or are at risk of falling at home. The service is available to anyone aged 50 and over who lives in the borough of Croydon.

Our trained assessors carry out a comprehensive risk assessment to identify potential causes of falls and hazards in the home and can arrange for stair rails, grab handles and other necessary aids and adaptations to be supplied and/or fitted, free of charge. The project can provide ongoing telephone support for up to six weeks to monitor the risk of further falls post engagement.

If you are passionate about supporting older people to remain safe and independent at home and want to contribute to an organisation which is continuously striving to improve, then we would love to hear from you.

We are committed to providing a flexible and productive working environment for all employees. Evolving technology and communication platforms enable employees to work in new and different ways, where we can meet our stakeholder needs and continue to deliver against our charitable objectives. We recognise the importance of supporting employees to have greater personal choice and maintain a healthier work/life balance.

Full training will be provided; the important qualities we are looking for are:

- ☐ Excellent communication and listening skills
- ☐ Organised with ability to manage a caseload
- ☐ Ability to accurately record and store information
- ☐ A cheerful, friendly and outgoing personality

To apply please visit www.ageukcroydon.org.uk for an application pack. You can also send an email to Executive.Assistant@ageukcroydon.org.uk to receive an application pack. **CV's will not be accepted.**

Please ensure that your application demonstrates how your experience, skills and abilities meet the criteria set out in the **Person Specification** and **provide specific examples of these**. Please also ensure you complete the equal opportunities monitoring form. Completed application forms should be signed and sent to: executiveassistant@ageukcroydon.org.uk.

Applications sent by post should be marked confidential and for the attention of:

Human Resources – Recruitment, Age UK Croydon, 81 Brigstock Road, Thornton Heath CR7 7JH

Closing date for applications: Wednesday 15th October 2025

Interview Dates: Wednesday 22nd October 2025

Title: Senior Personal Safety Assessor
Reporting to: Personal Independence Coordinator Service Manager
Responsible for: PSP team – trusted assessors and administrators
Contract: Part Time
Pension: Auto enrolment applies
Location: Hybrid working with travel across the borough
Office: Age UK Croydon, 81 Brigstock Road, Thornton Heath, CR7 7JH

Job Summary:

The Personal Safety Project Senior Assessor works closely with the whole PSP team, conducting home safety risk assessment visits, supporting clients to remain safe and independent at home and providing supervision to team members to ensure the smooth running of day-to-day activities.

The PSP team works closely with key partners in Health, Social Care and Charity/Voluntary Sectors to take referrals. The service is unique as it can also take direct referrals from individuals in need. Once a referral is accepted, the team arrange an appointment for a home safety risk assessment. Post fitting and supply of aids/ equipment the team can provide ongoing telephone support for up to six weeks to monitor the risk of further falls and use of equipment. The PSP team is integrated with the rest of Age UK Croydon, identifying clients who may benefit from the support of other services and making referrals for support where needed.

This role has both assessor and supervisor responsibilities.

Assessor Responsibilities:

- To visit older people referred to the service to assess risk of falling at home and offer advice, guidance and adaptations.
- To publicise the project through falls prevention talks and health promotion events.
- To attend training and act as a Trusted Assessor for appropriate aids and adaptations on behalf of Occupational Therapists and use online ordering system to arrange fitting of these.
- To prepare and place orders for technicians to fit adaptations such as grab rails.
- To receive referrals, record requests and prepare reports as appropriate.
- To carry out an average of two risk assessments per working day.
- To assess resources needed to complete the tasks requested.
- To maintain awareness of clients' general health and wellbeing, making every contact count and referring onto internal and external services where required.
- To create accurate and timely database (Charitylog) case notes for each client, updating records consistently throughout period of engagement.

- To ensure the administrative tasks, including regular client callbacks, are carried out efficiently and in a timely manner.
- To monitor, follow up and if necessary, escalate actions which need to be taken to progress a referral or equipment order.
- To ensure that all commissioned targets are fully met.
- To monitor data collected and provide case studies to evaluate the service.
- To attend all statutory and mandatory training as and when required and maintain relevant skills and knowledge in all areas of responsibility. Identify own ongoing training and development needs, together with line manager.
- To ensure adequate training of staff to maintain a high standard and quality assurance.
- To always work in accordance with Age UK Croydon's Confidentiality, Safeguarding, Health and Safety and Equal Opportunities Policies.
- To work flexibly and undertake other duties as deemed reasonable within the aims of the organisation.

Supervisor Responsibilities:

- To support the team and have overall responsibility for collecting and inputting data, ensuring accurate, timely and efficient data recording.
- Responsible for completing and producing quarterly and annual reports and case studies.
- To carry out regular supervision with the PSP team, in accordance with Age UK Croydon's policies and procedures.
- To lead at promotional events to promote the project alongside PSP team.
- To authorise leave requests and travel or other expenses incurred by PSP team members during their work in accordance with AUKC policies and procedures.
- To ensure both you and the team understand and comply with agreed policies and practices of Age UK Croydon, including information governance, sharing protocols, health and safety, lone working and safeguarding vulnerable adults.
- To report regularly to the PIC Service Manager with operational, HR and service updates.
- To chair team meetings and cascade relevant information and updates to the team.
- To work with the PIC Service Manager to plan and develop smart working practices within the team. This may include lone working procedure, etc.

Person Specification - Title: Senior Personal Safety Assessor

**In order to meet the person specification, you will be able to demonstrate:*

Experience: Knowledge/Abilities/Skills	E =Essential D = Desirable
Good understanding of the needs of older people and issues around the risk of falling in the home.	E
Ability to travel around the borough and visit service users in their home.	E
Experience of supervising and supporting staff and volunteers	E
A sound knowledge of general DIY skills, the use of appropriate tools and Health and Safety Issues	D
Knowledge of risk assessment and how this can be applied to falls prevention in the home	D
Ability to assess for grab handles, stair rails and other equipment and to make onward referrals where appropriate (Trusted Assessor Training provided).	D
Ability to install basic security equipment such as door security chains	D
Ability to form partnership working links with other service providers for older people.	E
Excellent oral and written communication and the ability to write reports	E
Confidence in speaking to groups to publicise and promote the project	E
Experience in motivating and supporting staff and volunteers	E
Ability to work alone and as part of a team	E
Experience of accurate data recording and monitoring.	E
Willingness to undertake training as appropriate to the post	E
A good understanding of equal opportunities and able to implement Age UK Croydon's Equal Opportunities Policy	E
Practical Requirements:	
A good knowledge of Microsoft Office, Excel, Outlook and internet	E
To hold a full valid UK driving licence with a vehicle available for work with the appropriate level of insurance cover	E
Ability to physically lift tools, equipment, climb stairs etc.	E

This post is subject to a Disclosure and Barring Service check