

Job Description

JOB TITLE	Falls Prevention Service FAME programme Class Assistant 15 hours pw worked Monday to Friday 9-5pm £10.42 per hour + 8% employer pension
RESPONSIBLE TO:	'Live Stronger for Longer' Falls Prevention Service Manager Chief Executive Services Programme Board
JOB PURPOSE:	To support the Falls Prevention Service by delivering a rolling 24 week programme of postural stability and falls awareness sessions for older people.
OVERALL AIMS:	To ensure our Falls Prevention Service achieves the highest outcomes for older people, offers excellent customer service for referrers and that it can evidence its performance.

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

The role is suitable for a limited hybrid office based/home-working pattern. Session delivery is based in community settings within a district/area.

The programme consists of postural stability exercise with falls awareness activities and social contact and is designed to support older people at high risk of falling who need intensive support prior to joining a local community falls prevention class. Participants will complete a 24 week course within a rolling programme of sessions. The programme is free to participants and includes a period of subsidised transport.

The Class Assistant will work with a PSI Instructor as a small team to deliver regular, weekly 2-3 hour sessions in set community venues in a locality. There will be 10 programmes in Derbyshire and as an example a 15 hour per week post will deliver 3 programme sessions per week. Each session will include 1 hour of postural stability exercise, resilience training to get off the floor in the event of a fall, and regular testing to record progress. Participants will also have a sociable activity designed to promote falls awareness, increase activity levels and confidence and to address other high-risk factors in falls such as brain health, nutrition and hydration, falls free home etc. The sessions will include light refreshments and encourage a positive approach to ageing well.

The Class Assistant will support the PSI Instructor to deliver the exercise session supporting participants who need practical help or encouragement to complete exercises and to manage risk. The Class Assistant will lead on the deliver of the activity session using one of a range of pre-planned activities ensuring that activities are not frequently repeated in a 24 week period. The role will also work with the PSI Instructor to welcome participants, gather and record data, provide refreshments and set up and clear away for sessions.

Referrals data will be recorded on CharityLog (client data management system) and will require communication skills in explaining and securing client permission to record confidential data, IT / Data input skills to record client data on CharityLog, good communication skills to engage with clients referred to the service and efficient administrative skills to process referrals in a timely manner. Outcomes for each client will be tested and recorded regularly on CharityLog and shared with clients and reported for the service.

Main Duties:

1. Programme Delivery

- Deliver 1 programme session in every 5 working hours per week (eg 15 hours = 3 sessions)
- Working as a team with the PSI Instructor set up the venue with space, equipment and resources for the exercise session, activity and refreshments.
- Welcome session participants encouraging a warm, welcoming atmosphere and building relationships between participants.
- Deliver an activity session from a range of activities and ensuring limited repeats during each 24 week period.
- Encouraging engagement with the programme.
- Record individual progress on CharityLog during and after the session. Capture learning outcomes, case studies and photographs and share using social media for communications and promotion.
- Celebrate achievement and encourage engagement with the community classes.
- Support the transition from supported, subsidised travel to independent travel.
- Build links with local community instructors and other activity programmes and work together to promote health ageing and falls prevention.

2. Referrals Service Delivery:

- Responding to incoming referrals via email/telephone recording data on CharityLog, contacting clients and recording full details.
- Responding to general email contact to the Falls Prevention Service.
- Maintaining a shared diary with Falls Prevention Team.

3. Support to Falls Prevention Service:

- To provide occasional, ad hoc support to the Falls Prevention Service Manager, or Advisors including support to small projects or events including developing resources, setting up for events and participating in promotional activity.
- Managing resources ensuring resources are readily available, accessible and used effectively

Additional duties:

1. Systems and Procedures:

- Use CharityLog to maintain a GDPR compliant client management system.

2. Reporting:

- To assist the Service Manager in the compilation of data from CharityLog, case studies, awareness raising sessions and referral data to complete a contract report each quarter and an annual report.

3. Data management:

- To accurately record management information providing regular reports and as requested.

General:

1. Communication:

- To provide a friendly, approachable 'face' of Falls Prevention and the postural stability programme
- To attend twice yearly 1:1 review meetings with the FP Service Manager
- To communicate in a clear and logical way with all stakeholders
- To communicate effectively with key colleagues to ensure tasks are completed efficiently

- To maintain the highest levels of professionalism in handling confidential data, information and disclosures from individuals, organisations and services.
- To work within AUKDD policies and procedures

2. Training and Development:

- To actively engage with training and personal development opportunities to extend areas of knowledge and develop expertise

3. Health and Safety:

- To work within AUKDD policies and procedures and to assist colleagues in the effective management of risk

4. Work skills:

- To work in a positive and friendly manner with other work groups in AUKDD, external partners, funders, and older people and to ensure the effective use of skills, resources, time and effort
- To work in a way that ensures we meet the standards of dignity and compassion every older person deserves and should expect from Age UK Derby and Derbyshire

Person Specification

The ideal candidate will be friendly and have a cheerful, positive approach to colleagues and work tasks and to learning new skills and routines.

The ideal candidate will have:

- ✓ Good experience delivering social activities, craft or creative sessions.
- ✓ Good basic administration skills including client data systems* email and word
- ✓ Good basic data input skills
- ✓ A self-starter with good self and time-management skills and a 'can-do' response to unexpected challenges
- ✓ An attention to detail and an ability to work to required standards and procedures without close supervision
- ✓ Good verbal, aural and written communication skills and experience communicating with older people
- ✓ Good basic skills in social media inc X/twitter, facebook and instagram
- ✓ A friendly and positive approach to working within a team and in multi-disciplinary environments.
- ✓ An interest in the wellbeing of older adults and carers.
- ✓ A commitment to the ideals and values of Age UK Derby and Derbyshire.

In addition the candidate will ideally have some flexibility to work additional hours on occasions to provide sickness and annual leave cover.

**Full training in the CharityLog client management system is provided.*

Full training in CBE can be provided for candidates.

The post involves regular travel to and from community venues for class delivery and transporting supplies for each session. Access to a vehicle is an advantage. The role involves good physical capacity and stamina.

This post involves access to community venues and AUKDD workplaces which may present access issues. You are welcome to contact us for an informal chat or visit to consider any access issues you may have.