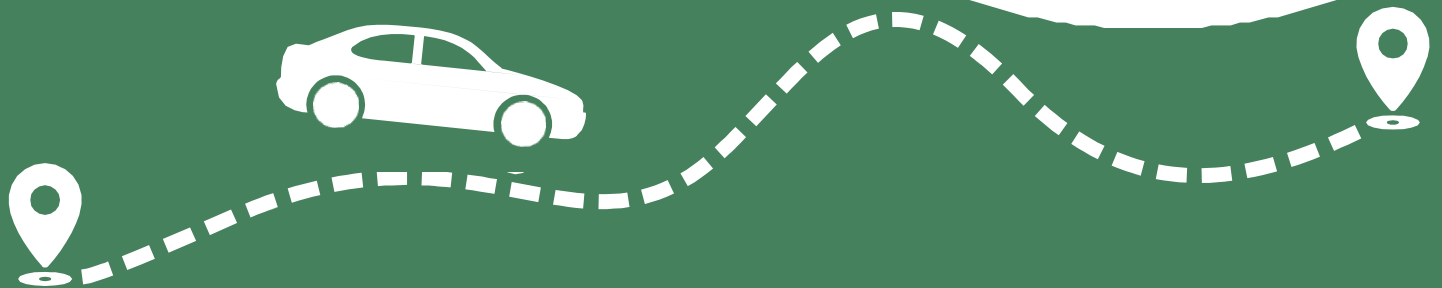


"On the Go" "Ar Y Ffordd" Transport Coordinator Job Pack



Dyfed



Dear Applicant

Re: Community Transport Coordinator

Thank you for your interest in this position.

This booklet gives information on Age Cymru Dyfed and our aims and objectives together with details of the role and the essential skills we feel are needed to fulfil it effectively.

There is no formal closing date. Applications will be reviewed as received until the position/s is/are filled. If you are interested, please therefore apply as soon as possible.

If you feel the role is for you, please complete the accompanying application forms and return to recruitment@agecymrudfyfed.org.uk.

If you are selected for interview, we will be in touch to discuss the interview process and arrange a mutually convenient time.

Regards

Caroline

Caroline Davies

Head of Business Services/Deputy CEO

Who we are – Age Cymru Dyfed

Age Cymru Ceredigion and Age Cymru Sir Gâr merged to form Age Cymru Dyfed in April 2020, supporting older residents across Pembrokeshire, Carmarthenshire and Ceredigion, the Dyfed region. The organisation is dedicated to helping individuals aged 50+ maintain independence for as long as possible and make the most of later life through a range of support and services.

The Dyfed region is popular with tourists and boasts beautiful coastlines and scenery, with almost 50% of its residents aged 50+. The rural nature of the region can make it difficult for older people to access services and stay connected to communities. Age Cymru Dyfed is aiming to achieve four operational and two organisational strategic objectives over the next three years:



Age Cymru Dyfed are proud to have achieved many accreditations that recognise the quality and standard of the work we deliver. ACD are committed to providing the highest quality support and services to individuals aged 50+, their family and carers.



Who we are

Age Cymru Dyfed operates across Pembrokeshire, Carmarthenshire, and Ceredigion, supporting individuals over 50 to maintain independence and make the most of later life. We do this through a range of services including:

- Information advice and assistance
- Digital support
- Home help
- Advocacy
- Dementia support,
- Veteran support
- Befriending events and activities.



Our Information, Advice and Assistance Service supports every facet of later life, from how to access community care, to free benefits checks such as Carer's or Attendance Allowance and Pension Credit.

Our project Befriending Life Links helps reduce loneliness and isolation through friendship, social connections, and support getting out and about.

Digital Inclusion upskills the over fifties with online shopping, banking, and video calls skills, while our Advocacy Services help individuals express their views to ensure their rights are upheld.

There is also Dementia Advice, award-winning Byw Adref home help, and Veteran's Support - all helping to enhance later life in Dyfed.

On the Go – Ar Y Ffordd Community Transport Travel Scheme

This service is a Motability Grant funded partnership between Age Cymru Dyfed and Dolen Teifi a local community transport provider.



The project aims to fill a significant service gap by procuring 10 wheelchair accessible cars over the next two years. These vehicles will be located within 10 community locations giving people living with disabilities transport solutions to access not just essential appointments but also social and fun activities.

The scheme will offer volunteer drivers or train family members to be authorized Drivers.

The service will additionally aim to identify further support needs for clients and significantly support the wellbeing and quality of life of Carmarthenshire residents.

The initiative will build both immediate support capacity and long-term strategies to ensure the well-being of older adults, shaping future services for community accessible transport.

Key Responsibilities of Community Transport Team Coordinator

To work with the transport team lead (line manager) to coordinate the requests for transport. This role will triage the calls and work with the coordinator in Dolen Teifi to match vehicles and volunteer drivers to the requests.

The role will be the first point of contact responsible for recording the clients on the CRM system (Charitylog) and also building rapport and trust with the callers to identify any other support needs that Age Cymru Dyfed can assist with or signpost to an appropriate agency

The role could involve attendance at events and meetings to promote the service. Additionally, you will:

- Ensure accurate data input into client records in compliance with GDPR requirements.
- To ensure the clients understand the process and get all relevant information of the pickup locations to assist drivers.
- To cover for the team lead when needed to ensure that the service maintains accessibility



- To ensure signposts and referrals are recorded accurately
 - To monitor service user feedback to drive continuous service improvement.
 - To liaise with Dolen Teifi to ensure vehicle coordination
- To work as part of a team with other advice staff and volunteers.

Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
The ability to listen and communicate effectively and establish a good rapport with people.	E
A knowledge and understanding of the complex and difficult issues faced by older people living in West Wales	E
An understanding of the needs of clients' transport accessibility issues	E
An ordered approach to the coordination of service delivery and willingness to work within agreed procedures.	E
An awareness of primary legislation in Wales.	E
A broad understanding of health and social care issues for older people and those who care or support them	E
Experience of adhering to policies and procedures, including those linked to consent, GDPR, adult safeguarding, etc	E
The ability to work objectively, in a person-centred way, effectively liaising with others including but not limited to clients, their carers, health and social care professional, other providers of service, etc	E
The ability to work with a high degree of autonomy; to manage time effectively and target promotional activity to events of greatest benefit	E
Experience of and commitment to collaborative working and co-production.	E
Spoken and written Welsh to a minimum of level 3.	D
Previous experience of working with community transport /older people and/or people living with disability	D

Additional requirements

- Satisfactory DBS check and personal references
- Current full UK driving licence and full use of a car for work purposes with the appropriate business insurance cover in place

Age Cymru Dyfed - Additional Benefits



31 days annual leave inclusive of bank holidays at commencement of employment rising annually with 1 additional long service day for the first 5 years of employment.



Employer contribution to Government Nest Pension Scheme



Employment Assistance Programme - a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7. It offers a range of employee benefits including:

Free 24-hour confidential helpline to assist with Health and Wellbeing including support with:

- ✓ Stress and Anxiety
- ✓ Counselling
- ✓ Family Issues
- ✓ Bereavement
- ✓ Financial Wellbeing
- ✓ Childcare Support
- ✓ Relationship Advice
- ✓ Legal Information
- ✓ Medical Information
- ✓ Tenancy and Housing Concerns
- ✓ Alcohol and Drug Issues
- ✓ Consumer Issues



24-hour access to Virtual GP Service for employees and their family



Access to a range of discounts via the “Blue Light Card” Scheme



Eyecare Voucher Scheme