

Job Description

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| Job Title: | Project Officer |
| Salary: | £22,568 per annum pro-rata |
| Hours: | Part Time – 28 hours |
| Days and Times: | 4 days per week, 9am -5pm |
| Responsible to: | Community Service Manager |
| Responsible for: | Volunteers |
| Main Location: | Townfield Community Centre |
| Status: | Fixed Term Contract 3 years |
| Main Purpose of Job: | To deliver Cognitive Stimulation Therapy (CST) programmes to service users with a diagnosis of mild/moderate Dementia and their carers. To recruit and support a team of volunteers. To measure and monitor outcomes and report findings to the Service Manager. |

1.0 Service Delivery

- 1.1 Responsibility for establishing and delivering 10 CST programmes each year (2 running concurrently), supporting 10 people and their carers on each programme over 3 years ensuring appropriate volunteer and resources allocation.
- 1.2 Leading on specific activities as directed by the Community Service Manager.
- 1.3 Supporting service users with a diagnosis of mild/moderate Dementia and their carers with activities which will improve their cognitive ability and quality of life.
- 1.4 Liaise with families, carers and health care professionals when required.
- 1.5 Regular travel across the borough.
- 1.6 To implement Age UK HHB policies and procedures.
- 1.7 To raise awareness of health and lifestyle choices through working with appropriate professionals, organisations and groups.
- 1.8 To report regularly to the Age UK HHB Community Service Manager on progress at the groups and deputise on day to day activities in their absence.
- 1.9 Managing and processing of referrals into the service.
- 1.10 Monitor the project against agreed targets/objectives.
- 1.11 Training to carers in CST and Maintenance CST (MCST) to support the continued upkeep of abilities for as long as possible and passing this on to other carers.

2.0 Team Working

- 2.1 To assist with planning training for staff and volunteers.
- 2.2 To assist the Community Service Manager in the recruitment and support of volunteers providing regular supervision/yearly reviews and support and identifying training needs as appropriate.

3.0 Finance and Administration

- 3.1 Ensure that the appropriate data recording systems are maintained by all staff and volunteers to enable up-to-date and accurate monitoring and evaluation to take place on a regular basis.
- 3.2 Ensuring confidentiality of service user records in line with Age UK HHB Information Governance policy and guidelines.
- 3.3 Provide service and performance information as required by the Community Service Manager to support any reporting requirements.

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- 3.4 According to the group activities; be responsible as required for overseeing the collection, calculation and banking of all income.
- 3.5 Ensuring confidentiality of service user records in line with Age UK HBB Information Governance policy and guidelines.
- 3.6 To report on outcomes and KPI's as directed by the Service Manager.

4.0 Quality and Service Development

- 4.1 To promote and develop the service by organising the promotional material and activities for the groups and initiate new activities in consultation with service users.
- 4.2 To disseminate information about the service, and promote through events, meetings, presentations and publicity.
- 4.3 Ensure compliance with the internal Quality Assurance standards and Age UK national standards and guidelines.
- 4.4 Carry out regular risk assessments to ensure the premises, transport and activities meet standards required under Health & Safety legislation.
- 4.5 Ensure that effective and regular service user feedback and engagement are in place. That suggestions, comments and complaints are recorded, communicated and acted upon.
- 4.6 Ensure that the service meets the needs of older people including groups from Hillingdon's diverse communities and that older people from those communities are involved in the projects and that their individual needs are met.
- 4.7 To attend social contact forums and volunteer support meetings.
- 4.8 To seek feedback from clients in accordance with approved systems operated by Age UK HHB.

5.0 General

- 5.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 5.2 To attend staff meetings, away days and other similar staff events.
- 5.3 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 5.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 5.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 5.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 5.7 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

| Education & Training | |
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| Essential Criteria | Desirable Criteria |
| Literate, numerate and a good standard of written and spoken English | Basic training in safe delivery of low impact seated exercise sessions |
| Commitment to CST training relevant to the role description | |

| Experience | |
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| Essential Criteria | Desirable Criteria |
| Recent experience of working with older people | Recent experience with individuals with Dementia |
| | Recent experience of working with and supporting volunteers |

| Knowledge and Skills | |
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| Essential Criteria | Desirable Criteria |
| Strong communication and interpersonal skills | Ability to source information resources relevant to older people |
| Working knowledge of Microsoft Office, Internet, Word and Excel | Working knowledge of Microsoft PowerPoint |
| Organisational skills, ability to prioritise and meet deadlines | |
| Ability to work independently and use initiative and work as part of a team | |
| Ability to think on the job and deliver a balanced programme of activity without close supervision | |
| Ability to handle sensitive and confidential issues with discretion, empathy and understanding | |
| Ability to record data and financial matters accurately | |

| Personal Attributes | |
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| Essential Criteria | Desirable Criteria |
| Full driving license and access to a car | The ability to travel and navigate independently and efficiently |
| Energised and positive character | |
| Ability to work with people from different backgrounds in an impartial and courteous manner | |
| Person centered approach | |