

## Day Clubs

### About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

### The Service

Age UK Lancashire provides a Day Club service across the county for adults over the age of 50. The aim of the service is to provide a safe environment, where our members can connect, engage in enriching activities, and foster their independence and wellbeing.

### The job, in a nutshell

As Service Manager you will be responsible for developing innovative services and activities, that meet the required standards, providing our customers with an enriched experience.

Managing a small team of support workers and volunteers you will work closely with the Head of Service and Operations Director to ensure we deliver budgetary and growth plans, as well as setting and meeting our required targets.

### What you'll do for us / The Job

#### Leadership

- Manage a small team of support workers and volunteers, completing regular one to ones and leading team meetings.
- Develop and deliver a training and development plan which meets the needs of the team and the service.
- Recruit, induct and provide ongoing support for all staff and volunteers
- Identify areas for service improvement and pro-actively contribute to a continuous improvement cycle.
- Develop a business model to ensure the sustainability of the services for the future.
- Manage memberships ensure safe staffing levels and cost-effective service delivery within agreed capacity levels.



**Driving:** This role requires you to have a full driving licence and appropriate business insurance.

**DBS:** This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

### Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

- Monitor and oversee staff conducting assessment processes to ensure individual support plans for older people are responsive, meet identified needs and result in positive outcomes.

### Engagement

- Increase the customer base accessing the Day Service by creating effective referrals pathway.
- Involvement in local events and with relevant networks which raise awareness and support development of the service.
- Consult with older people and their families to develop and sustain a service that meets the needs of all our customers, ensuring they have a voice in planning and delivering activities.
- Create an activities programme which focuses on improving health and wellbeing of customers.

### Administration

- Complete monthly quantitative and qualitative reports.
- Weekly attendance audits on our CRM system.
- Complete monthly service audits.
- Manage budgetary requirements, which includes petty cash, approving expenses, credit notes and sale requests..

### Other Duties

- Establish effective internal working relationships
- Undertake any required mandatory training
- Complete health and safety tasks including risk assessments.
- Adhere to safeguarding policies and reporting.
- Attend General Management team meetings.

### Key Relationships

- ✓ Work closely with Head of Service
- ✓ Age UK Lancashire Colleagues
- ✓ Service users and their families
- ✓ Local health care professionals

### Colleague Quote

*"I think the culture at Age UK Lancashire is very good, everyone is happy to help."*

*"I enjoy the work we do with our clients; it makes such a difference"*

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### Must have

- ✓ Experience of delivering services to older adults in health or community-based settings.
- ✓ Excellent communication skills – both verbal and written.
- ✓ Knowledge and understanding of the needs of older people and the services available to support them
- ✓ Experience of working within a customer focused environment and the ability to develop services in line with customer needs and preferences.
- ✓ Experience of people management and developing individuals and teams.
- ✓ Experience of networking and establishing professional contacts, referral pathways and mutually beneficial partnerships.
- ✓ Evaluation and monitoring of service performance for both volume and quality, producing detailed reports within agreed time scales.
- ✓ Proficient in IT including the use of Microsoft Word, and Outlook

### Great to have

- ✓ Level 5 in Health and Social care or equivalent.
- ✓ Experience of successful budget management
- ✓ Knowledge of relevant health and social care policy and good practice including Mental Capacity.
- ✓ Knowledge of support and statutory services available to older people.
- ✓ Knowledge of CRM systems.

### Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

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