**Job description & Person Specification**

**Ways to Wellbeing Activities Co-ordinator, June 2025**

* Hours: 21 hours / 3 days a week
* Fixed term contract for 6 months.
* Scale 6

**Job description**

**Reporting to: Operations Manager – Ways to Wellbeing**

**Job Purpose and Role**

To contribute to the Digital Champions, Ways to Wellbeing and Include projects through carrying out awareness raising activities, promotion of services and identifying opportunities for generating new referrals; contributing to the recruitment and training of digital support volunteers in conjunction with other team members; contributing to the delivery of digital inclusion support activities, working with clients in groups or individually as required.

**Principle responsibilities and duties**

1. Promotion of the Digital Champions and Ways to Wellbeing projects amongst existing and new referrers, clients and the public with the aim of contributing to project targets for awareness raising and new referrals.
2. Contribute to responding to enquiries and referrals, carrying out assessments, connecting older people to appropriate support.
3. Work with new clients to develop a person-centred plan that supports them to access activities designed to improve their quality of life, using the 5 Ways to Wellbeing as a guiding framework.
4. Contribute to recruitment, training and co-ordination of Digital Champion volunteers; working with the Volunteer Co-ordinators and following organisational policies and procedures around recruitment and supervision of volunteers.
5. Use Age UK Leeds’ recording system to record accurate data, ensuring this is kept up to date on a regular basis.
6. Contribute to project monitoring and reporting requirements, including monthly reports, quarterly reviews and annual funder reports, as required.
7. Contribute to delivery of digital inclusion support activities in conjunction with other team members.
8. Contribute to evaluation of outcomes through case studies, data recording and reporting as required.

General responsibilities

1. To attend and participate in regular team meetings and organisational meetings.
2. To participate in regular supervision and personal development.
3. To adhere to organisational policies and procedures relating to risk and personal safety.
4. To represent the organisation in a knowledgeable and professional manner at all times.
5. To maintain appropriate professional boundaries at all times.
6. To identify own training and development needs in conjuction with your line manager and participate in training opportunities as directed.
7. To refer all safeguarding and domestic abuse concerns to your line manager and the organisation’s Safeguarding and Domestic Abuse leads.
8. To work in accordance with health and safety at work practices.
9. To support AUKL’s equality, diversity and inclusion aims in relation to service delivery and within the workplace.

*No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and the status of the post within the organisation.*

**Person Specification**

**Essential**

Understanding of issues faced by older people, including around digital exclusion and digital support needs

Understanding of safeguarding, confidentiality, data protection policies and procedures and how they apply to services to clients

Experience of working with the public or in client facing roles

Excellent verbal and written communication skills, able to communicate effectively with a wide range of audiences at all levels, internally and externally

Ability to plan and prioritise own workload to meet deadlines, using own initiative as appropriate

Excellent interpersonal and team working skills

Commitment to equality, diversity and inclusion

Willingness to undertake training and development

**Desirable**

Experience of working with older people or with vulnerable groups

Good IT skills and ability to support others in using IT

Experience of recruiting and supporting volunteers