**Age UK Leeds**

**Job Description**

**Job Title: Travel With Confidence Coordinator**

**Accountable to: Information Services Manager**

**Salary: Scale 6 £27,973**

**Funded: Until 31st March 2027**

**Job Purpose:**

The Travel with Confidence Programme aims to support people to have more positive experiences of the transport system and feel more confident in making journeys

Age UK Leeds focus in the programme will be to particularly work with, whilst not being limited to people aged 50+ with disabilities, including wheelchair users

As a Travel with Confidence Coordinator for Age UK Leeds, you will be part of the Travel with Confidence Programme (along with other Third Sector Organisations) and support people by co-ordinating up to 12 weeks of person-centred intervention

You will lead on co-ordinating referrals, through the Travel with Confidence Programme, assessing client’s needs and developing 121 outcome-based plans. Contact will be via telephone and home visits.

The role will involve supporting paid Support Workers, carrying out case supervisions as well as holding a caseload of clients. The role also involves the coordinating and supervising volunteers.

Key to the role will be the ability to build trusting relationships quickly whilst motivating individuals to make sustained changes, working sensitively and overcoming barriers

You will work alongside communities, other voluntary organisations and a range of partner agencies to ensure that older people have the knowledge, resources and support systems in place to maximise resilience now and in the future.

**Main Duties and Responsibilities:**

**Role Specific**

* To oversee the day to day operation of Travel with Confidence activities including working with staff and existing services to ensure appropriate referrals are received
* To oversee the day to day operation of Support Worker/s and Volunteer activities to ensure the desired outcomes of the programme are being met.
* To establish and maintain strong connections and positive working relationships with identified referrers for the Travel with Confidence Programme, to ensure continuation of support is provided to those who need it.
* To complete comprehensive and holistic assessments of need for those referred to the service within agreed timeframes
* To process referrals, deal with general queries and contribute to the overall smooth running of the service
* To use a range of techniques and interventions, supporting individuals to self-manage their health and encourage behavioural and lifestyle change
* To develop an awareness of local and national developments and best practice in this area of work and to attend relevant conferences, meetings and training events as required; including supporting local Travel with Confidence partners where appropriate
* To forge strong links and pathways with statutory and local voluntary services including mental health provision
* To work closely with stakeholders, reviewing pathways in conjunction with line manager to ensure that provision is of a consistently high quality
* To monitor and record outcomes of all those accessing the service through the use of recognised assessment tools and outcome measures
* To gather and collate statistical and other information and data as required, to report on activity and outcomes and ensure effective qualitative and quantitative monitoring and evaluation of the service
* To ensure that client records and other information systems are completed accurately and within agreed timescales
* To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the older persons action plan
* To attend and participate in regular team meetings, case management meetings, and organisational meetings
* To participate in regular supervision and personal development plans
* To contribute to the achievement of annually set individual and team targets
* To adhere to organisational policies and procedures relating to risk and personal safety
* To represent the organisation in a knowledgeable and professional manner at all times
* To maintain appropriate professional boundaries at all times
* To identify own training and development needs in conjunction with your Manager and participate in training opportunities as directed
* To refer all Safeguarding issues in accordance with the organisation’s Safeguarding Policy
* To refer all Domestic Violence issues in accordance with the organisation’s Domestic Violence Policy
* To work in accordance with health and safety at work practices at all times
* To support AUKL’s approach to a broad, visible diversity and equality agenda and to ensure that all of Age UK Leeds services take account of the needs of the whole community
* To maintain awareness of other AUKL services and activities

***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.***