

Recruitment Pack

Link Worker



'Improving life for older people in Lewisham and Southwark'

Age UK Lewisham and Southwark is a registered charity (No. 296862) and company limited by guarantee. Registered in England and Wales No. 2118525. Registered Office: Stones End Centre, 11 Scovell Road, Southwark, SE1 1QQ

This pack contains the following sections:

- About Age UK Lewisham & Southwark
- How to apply
- Job description and Person Specification
- Equal Opportunities Policy

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About Age UK Lewisham and Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs. Our head office is located in the fully accessible Stones End Centre in the heart of Southwark

Our Vision

To ensure that every older person in Lewisham and Southwark is valued, respected, cared for and able to live their life in dignity and, we hope, happiness.

Our Charitable Objects

To promote the following purposes for the benefit of the public and/or older people in and around Lewisham and Southwark:

- preventing or relieving the poverty of older people;
- advancing education;
- preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- promoting equality and diversity
- promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage;
- helping families and carers of older people;
- working with statutory and voluntary agencies; and
- such other charitable purposes for the benefit of older people as the Trustees may from time to time decide

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Our Services

At AUKLS our ethos is to empower older people to make choices and take control of their lives and support, with our overall aim being to improving life for older people, especially those who are vulnerable. We are passionate about delivering services that match our ethos and currently provide a wide variety of services ranging from complex care services to smaller projects, to enhance independence and wellbeing:

1. Day Care, for mentally and physically vulnerable older people
2. Healthy Living Initiatives, providing open access activities and social opportunities to re-able and empower.
3. Independent Living Services including Help at Home, Happy Feet, Handy Persons and Safe and Independent Living, to enable older people to remain safe and independent within their home.
4. Information and Advice, maximising incomes and providing advise on housing, debt, continuity of care and consumer issues.
5. Outreach, to regain confidence, rebuild social networks and reintegrate into the community.

Our Partners

Age UK Lewisham & Southwark is committed to working in partnership to provide our older people the best services possible. We are currently part of three consortiums; Consortium of Older Peoples Services (COPSINS), Community Connections and Advice Lewisham.

Our Staff & Volunteers

Our staff team and volunteers are well established and committed to developing the best services with older people in Lewisham & Southwark. We are committed to continually developing staff and volunteer skills through training and peer support. Staff and volunteers are encouraged to suggest new ideas and revisit existing services and activities in our desire to be led by the needs of older people and the community in Lewisham & Southwark.

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How to apply

You can apply electronically, by downloading and completing an application form, which can be returned to us by email or by post.

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Job Description and Person Specification. These can be found in the next section of this pack. Please also ensure you complete the equal opportunities monitoring form. Completed applications should be returned to us by **12.00 p.m. on Monday 9th December 2019**. Applications received after that time will not normally be considered for short listing. Completed electronic applications must be sent to:

HR@ageuklands.org.uk

Please ensure you clearly identify in the email the post you are applying for. Applications sent by post should be marked confidential and for the attention of:

**Human Resources
Age UK Lewisham & Southwark
Stones End Centre
11 Scovell Road
London
SE1 1QQ**

Due to the high volume of applications we receive, we regret we shall not be able to contact applicants who are not short-listed.

Interview Process

Interviews will take place on **Monday 16th December 2019**. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

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Job Description

POST: Link Worker

RESPONSIBLE TO: Lewisham Project Manager

GRADE/SALARY: £24,500

HOURS: 35 hours per week

PURPOSE OF JOB: To support vulnerable adults accessing University Hospital Lewisham's Emergency Department through Social Prescription, identifying non-medical needs and improving health and wellbeing.

Our Purpose and Vision

To improve the lives of older people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values

Our work is shaped by our values:

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

AUKLS enjoys an open and participative working environment. We promote a working culture that is **supportive, professional** and **person centred**. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

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Key Responsibilities:

- To act as a primary contact point for the social prescribing project, responding to enquiries from people looking for support and from University Hospital Lewisham (UHL) staff.
- To support people referred into the service through contact within UHL and, where appropriate, home and/or community visits.
- To assist people to develop, put into place and review a personalised plan to access the community, using a range of person-centred planning tools.
- To assist people to make use of informal or community resources and, where appropriate, the input of family, carers, friends and community networks to meet outcomes.
- To communicate with people accessing the service in a person centred, flexible and empathetic way.
- To research resources and services that people may wish to use to meet identified outcomes, communicating with providers from the voluntary and community, independent and public sectors.
- To coordinate the delivery of services, making sure a client agrees and is clear on what will be provided, when and at what cost (if any).
- To provide information in a way that is accessible to the individual being supported.
- To support the embedding of a new service in a new environment, interacting with a variety of roles and maintaining good relationships.
- Maintain updated and accurate information on our database.
- To meet requirements for Information Governance and General Data Protection Regulations (GDPR) at all times

Organisational Responsibilities:

- Meet legislative and regulatory requirements.
- To establish and maintain effective and efficient administrative systems, including use of database systems.
- Carry out administrative duties in connection with the post
- Provide statistical information in relation to monitoring requirements
- Contribute to the overall achievement of AUKLS mission and objectives
- Provide a supportive working environment to all staff and volunteers
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation
- Ensure the values of AUKLS are upheld across the organisation
- Attend staff and team meetings as requested
- To participate in networking activity at local and national level.
- To undertake research and contribute to reports
- Undertake any other duties as determined by the managers

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

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Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, **flexibility** is a key attribute required of all employees

It is essential that the post holder possess the following **personal qualities**:

- Friendly, polite and patient
- Flexible and open to change
- Commitment to the core aims of the organisation
- Commitment to working as part of a highly diverse staff and volunteer work force
- Commitment to putting service users at the heart of our work
- Drive, energy and enthusiasm
- Self motivated and hardworking
- Positive and proactive in difficult situations

It is essential that the post holder has the following **experience and knowledge**:

- Knowledge and understanding of the challenges faced by vulnerable people in Lewisham
- Good understanding of the role of a Link Worker and Social Prescribing in general
- Understanding of confidentiality and safeguarding adults
- Excellent working knowledge and understanding of administration systems
- Understanding of the challenges that local charities may face
- **Desired:** Experience of working or volunteering with vulnerable adults

It is essential that the post holder has the following **skills and abilities**

- Ability to listen and communicate well, including with people who may have communication difficulties
- Literacy and numeracy skills at levels which will enable the post holder to keep accurate records, time sheets and reports if applicable
- Ability to use initiative appropriately and work as part of a team
- Ability to consider risks and respond appropriately
- Excellent interpersonal skills
- Skilled at interacting with and working alongside a variety of different roles, building and maintaining good relationships with external professionals
- Excellent administration skills with strong attention to detail
- Ability to manage different kinds of information
- Excellent organisational skills including resources and time management
- Ability to set and manage priorities within a busy office environment
- IT skills including word processing, internet and email
- **Desired:** IT skills including spreadsheets and databases
- **Desired:** Ability to learn rapidly

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Other Essential: Ability to travel within the boroughs of Lewisham and Southwark

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Equal Opportunities and Valuing Diversity: Policy and Guidance



1 Policy Statement

- 1.1 Age UK Lewisham and Southwark (AUKLS) recognises that we live in a society where discrimination still operates to the disadvantage of many groups in society.
- 1.2 AUKLS believes that all persons should have equal rights to recognition of their human dignity, and to have equal opportunities to be educated, to work, to receive services and to participate in society.
- 1.3 AUKLS recognises that diversity should be celebrated, and that by encouraging diversity in every aspect of its work, allows the charity to access a wider range of skills, talents and perspectives. As such, AUKLS seeks to encourage its workforce to express its diversity where appropriate. Providing equal opportunities and valuing diversity is good management practice and makes sound business sense.
- 1.4 AUKLS is committed to the promotion of equal opportunities through the way we manage the organisation and provide services. In order to express this commitment, we develop, promote and maintain policies that will be conducive to the principles of fairness and equality in the workplace.
- 1.5 AUKLS adheres to the Accessible Information Standard (AIS). This means we will help people who have difficulty accessing and understanding information, and support them to communicate effectively.
- 1.6 The objective of this policy is that no person should suffer or experience less favourable treatment, discrimination or lack of opportunities on the grounds of gender, race, colour, nationality, ethnic origin, religious or philosophical beliefs, health status, HIV status, age, marital status, parental status, sexual orientation, political beliefs or trade union membership, class, responsibility for dependents, physical attributes, ex-offender status as defined by the Rehabilitation of Offenders Act (LASPO 2012), lack of formal qualifications where such qualifications are not formally required, or any other grounds which cannot be shown to be justifiable within the context of this policy.
- 1.7 Legal obligations: AUKLS complies with the Equal Opportunities and Discrimination (Equality Act 2010). The equality act protects people from discrimination based on 9 protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex/gender, sexual orientation).

In practice, adherence to this Act will ensure AUKLS protects its staff, volunteers and service users from Direct discrimination, Discrimination by association (due to association with

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another individual), Perception discrimination (based on incorrect/correct belief a person possesses a protected characteristic), Indirect discrimination (people who are disadvantaged by possessing a protected characteristic), Harassment and Victimization.

In valuing diversity AUKLS is committed to go beyond the legal minimum regarding equality.

- 1.8 AUKLS acknowledges that UK legislation does not yet cover intersectionality (i.e. that many people from marginalised groups have multiple and shifting characteristics which could potentially be subject to discrimination, and that these characteristics do not exist separately from each other). AUKLS is nonetheless committed to thinking intersectionally wherever possible.

Individuals who cross several intersections are statistically more vulnerable to discrimination (e.g. older people who are also BAME, LGBT+ or disabled). AUKLS is aware that a one-size-fits-all approach assumes similarities between inequalities, and can often be ineffective and exclusive. The complexity by which people experience discrimination as a result of each nuanced intersection should be acknowledged, to prevent those who experience intersectional discrimination having to split their human rights concerns and prioritise certain aspects over others.

Problems experienced by different groups should be viewed holistically wherever possible.

- 1.9 This policy will influence and affect every aspect of activities carried out at AUKLS i.e. promotional work, service provision, partnership and development work and other functions linked to the AUKLS, as determined by the Board of Trustees.
- 1.10 In the provision of services and the employment of staff, AUKLS is committed to promoting equal opportunities for everyone. Throughout its activities, AUKLS will treat all people equally whether they are:
- Seeking or using our services.
 - Volunteers.
 - Applying for a job or already employed by us.
 - Students on work experience or placements.

2. Recruitment and Employment

2.1 AUKLS will strive to be a good employer by ensuring that:

- We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
- Wherever possible within project budgets, AUKLS will advertise posts or volunteer opportunities through appropriate community or specialist media.
- We will endeavour through appropriate training to ensure that employees, making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
- Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

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- Job descriptions will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
- Short-listing and interviewing will be carried out by more than one person where possible.
- Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
- All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do their job.
- Selection decisions will not be influenced by any perceived prejudices of other staff.
- All staff and volunteers have access to appropriate induction period and regular supervision.
- Employment terms and conditions reflect current legislation, good practice and fairness.
- We appoint staff within an agreed framework of terms and conditions.
- We make staff aware of the policies that encourage flexible ways of working, including: right to request flexible working, job sharing and job splitting, reduced hours, time off for dependents leave (approval is subject to appropriateness to the nature of the position).
- Employment and volunteer opportunities are offered to people with disabilities; where possible within project budgets, AUKLS will provide additional aids and equipment or adjustments to the working environment to meet the needs of staff or volunteers with disabilities.
- AUKLS will monitor its recruitment of posts, including the use of different media for recruitment.

2.2 Learning and Development

AUKLS believes that all staff, volunteers and trustees should have access to development opportunities in order to carry out their jobs successfully and to be able to contribute as widely as possible to the positive achievements of the organisation. AUKLS will ensure:

- All staff and volunteers are made aware of development opportunities and are actively encouraged to participate in learning (all forms).
- That briefing on this policy forms part of the Induction procedure for trustees, staff and volunteers and that for those who work with the organisation, appropriate training is available to enable employees and volunteers to perform their jobs effectively.
- Monitoring of training and development activities to ensure equality of access across all staff groups.
- Ensuring that development and performance management activities are transparent and based on competence.

2.3 Monitoring

We will maintain and review the employment records of all employees in order to monitor the progress of this policy. Monitoring may involve:

- The collection and classification of information regarding race in terms of ethnic/national origin and sex of all applications and current employees;
- The examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
- Recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

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3. Volunteers

AUKLS will:

- Promote volunteering to Lewisham & Southwark residents who are disadvantaged or who are from marginalised groups.
- Recognise the fact that volunteers come from a broad cross section of the community and bring a diverse range of skills, experience and interests.
- Recruit volunteers for part-time and full-time roles and for assignments of different durations.
- Ensure that all volunteers are made aware of the equality and diversity and other policies that inform AUKLS culture and development.
- Make realistic budget provision for supporting volunteers in AUKLS, including the reimbursement of out-of-pocket expenses.
- Ensure that volunteers are encouraged to participate in staff learning opportunities and that their views are considered when developing/implementing policies.
- Monitor take-up of volunteer places to ensure that people from a range of backgrounds are involved in volunteering opportunities.

4. Conduct and general standards of behaviour

All staff and volunteers are expected to conduct themselves in a professional and considerate manner at all times. AUKLS will not tolerate behaviour such as:

- making threats
- physical violence
- shouting
- swearing at others
- persistent rudeness
- isolating, ignoring or refusing to work with certain people
- telling offensive jokes or name calling
- displaying offensive material such as pornography or sexist / racist cartoons, or the distribution of such material via email / text message or any other format
- any other forms of harassment or victimisation

The items on the above list of unacceptable behaviours are considered to be disciplinary offences within AUKLS and can lead to disciplinary action being taken. AUKLS encourages staff to resolve misunderstandings and problems informally wherever possible, depending on the circumstances. However, whether dealt with informally or formally, it is important for staff who may have caused offence to understand that it is no defence to say that they did not intend to do so, or to blame individuals for being over sensitive. It is the impact of the behaviour, rather than the intent, that counts, and that should shape the solution found both to the immediate problem and to preventing further similar problems in the future.

5. Complaints of discrimination

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AUKLS will treat seriously all complaints of unlawful discrimination on any grounds contrary to this policy made by employees, trustees, clients or other third parties and will take action where appropriate.

All complaints will be investigated in accordance with the organisation's grievance, complaints or disciplinary procedure, as appropriate and the complainant will be informed of the outcome in line with these procedures.

We will also monitor the number and outcomes of complaints of discrimination made by staff, volunteers, clients and other third parties, and review this data to inform later development of this policy.

6. Older People Who Use Our Services

As an older person's charity, AUKLS is directly concerned by the ways in which older people, as a group and as individuals, are subject to discrimination. It will work to ensure that its own services and resources become and remain a genuine response to the needs of all older people.

To meet the varied needs of older people AUKLS will:

- Involve older people in the design and delivery of services.
- Recognise that the older population is diverse and that age discrimination is often accompanied by other forms of discrimination and intersectionality.
- Recognise that older people bring a lifetime of knowledge and experience to our relationship with them.
- Ensure our staff are enabled to recognise and tackle age discrimination during their daily work.
- Develop a strategy to improve and extend ways to communicate and involve older people.
- Support marginalised older peoples' groups (small, BAME, new communities, LGBT+ and those disadvantaged by geographical location) ensuring awareness of local decision-making structures and are actively supported to access and participate.
- Continue to develop and to promote new and innovative services within the sector, reaching older people from all communities.
- Where practical, hold meetings, events and training sessions at different times and different days and in accessible venues.
- Monitor the use of AUKLS services by different sections of the community.

7. How will this policy be implemented?

In order to implement this policy AUKLS will:

- Communicate the policy to employees, job applicants, volunteers and relevant others.
- Incorporate specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff, where appropriate.
- Ensure that those who are involved in assessing candidates for recruitment or promotion will be trained in nondiscriminatory selection techniques.
- Incorporate equal opportunity notices into general communications practices.
- Ensure that adequate resources are made available to fulfill the objectives of the policy.

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8. Who is responsible for this implementation?

8.1 AUKLS Board of Trustees' responsibility is to;

- Own and monitor implementation of this policy

8.2 AUKLS Chief Executive's responsibility is to;

- Take responsibility for delivery of this policy.
- Provide strong leadership on equality.

8.3 AUKLS Senior Management and Leadership Team's responsibility is to;

- Act as equality champions and role models.
- Implement this policy and integrate equality into the work of AUKLS.
- Ensure staff and volunteers are fully aware of their individual and collective responsibilities under this policy.
- Respond to allegations of discrimination and harassment fairly, quickly and effectively.

8.4 AUKLS line managers' responsibility is to;

- Build specific actions into their team and individual's goals that contribute to the delivery of this policy as part of the organisational, individual and project planning processes.
- Check that staff, volunteers and consultants are aware of this policy and understand their rights and responsibilities contained within it.
- Role model behaviour that supports this policy and challenge those they manage to do the same.
- Allocate their time and support and any training or development opportunities objectively, fairly and without discrimination.
- Communicate regularly with their teams about equality issues in a way that keeps this policy central to our mission.

8.5 All staff have a responsibility to;

- Treat others with dignity and respect.
- Report discrimination, bullying, unfair treatment or harassment that they experience or witness
- Help identify discriminatory practices or procedures and bring these to the attention of their line managers, or HR.
- Contribute to creating an inclusive learning environment that values difference.
- Attend mandatory staff training and development events.
- Express opinions constructively with sensitivity and respect.

8.6 Our volunteers' roles are to

- Play their part in creating an environment where people are valued and respected.
- Treat others with dignity and respect.

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- Report discrimination, bullying, unfair treatment or harassment that they experience or witness
- Help identify discriminatory practices or procedures and bring these to our attention.
- Express opinions constructively with sensitivity and respect.

8.7 Our service providers', contractors' and consultants' responsibility is to operate within the requirements of the Equality Act 2010 and the terms of this policy. A copy of the Equality Policy will be given to all contractors and consultants on request and an assessment of their commitment to complying will form part of any formal tendering process.