

Support Services Coordinator

About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Support Services Coordinator (Maternity Cover)
Department:	Support Services
Location:	Office based at Age UK Lincoln & South Lincolnshire, 36 Park Street, Lincoln, LN1 1UQ. This will also incorporate community-based visits and assessments.
Hours of work:	28 hours a week, Mon – Fri, with expected end date of January 2026
Contact:	Maternity Cover
Responsible to:	Assistant Support Services Manager
Job purpose:	Assisting in the efficient running of the Support Services department, to include carrying out community-based assessments and line managing Support Staff.

Key Responsibilities:

- Assisting in the selection and recruitment of Home & Lifestyle Support Workers across our area of coverage.
- Assisting with inductions and training of Home & Lifestyle Support Workers.
- Continuing assessment and supervision of Home & Lifestyle Support Workers.
- Develop support plans in conjunction with clients and their families accessing the service
- Complete assessments with clients accessing our services with a person centred, holistic approach.
- Provide ongoing service reviews with clients accessing our services, ensuring we are continually meeting their needs.
- Empower clients to make their own choices, and reflect this in their support plans.
- Allocate appropriate Home & Lifestyle Support Workers to deliver the highest quality of support to clients.
- Organise rotas; ensuring they are consistent and cost effective.
- Respond to day to day changes in support delivery.
- Confirm completion of work to ensure accurate accounting using rostering systems.
- Maintain open and honest lines of communication with clients and Home & Lifestyle Support Workers at all times.
- Participate in regular audits of service and administration.
- Support with on-going monitoring and actioning of tasks and emails.
- Work with the Management team to ensure documentation for service is current and effective at all times; always looking to ensure the most effective and efficient administration processes are encouraged.
- Act as a Safeguarding Champion for the organisation.
- Working as part of a team to develop and grow the support services across our area of coverage.
- Carry out all other duties as reasonable requested by your Line Manager.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of working independently and with a degree of autonomy	E	A/I
Previous experience in a health or social care setting	E	A/I
Evidence of face-to-face customer experience	E	A/I
Evidence of leading a team	D	A/I
Evidence of good understanding of social care provisions	E	A/I
Experience in working unsupervised	D	A/I

Knowledge

Awareness and appreciation of the needs of a person at risk.	E	A/I
Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Evidence of completing risk assessments and conducting ongoing reviews	D	A/I
Excellent timekeeping	E	I
Ability to follow lone working procedures	E	A/I
Evidence of presentation skills, either as training or as information sharing/networking opportunities	D	A/I

Education & Qualifications

Good standard of general education.	E	A/I
Evidence of continuing personal development	E	A/I
Evidence of level 2 NVQ (or equivalent) or higher in Health & Social Care	D	A/I

Personal Qualities

Genuine care, compassion, and respect for others	E	I
Reliable and good time management skills	E	I
Enthusiastic and self-confident with a flexible and 'can-do' attitude	E	I
Communicate (written and verbal) effectively, having the ability to understand and be understood	E	A/I
Ability to work effectively alone and as part of a team	E	A/I
Effective organisational skills and ability to multitask	E	A/I
Solution focused	E	A/I

Willing to accept instruction and responsibility	E	A/I
Understanding the importance of and commitment to confidentiality	E	A/I
Commitment to providing a person-centred service	E	A/I
Self-motivated and able to inspire others	E	A/I
Adopts a flexible and cooperative approach to work	E	A/I
Ability to work as part of a fast paced, dynamic team	E	A/I
Remain professional at all times	E	A/I

Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checkingguidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primaryidentity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.