

# Support Services Coordinator

## About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

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're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

## Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our [application form](#) we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

## Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

## Job Description

<b>Job Title:</b>	Support Services Coordinator – North Lincolnshire
<b>Job Category:</b>	Support Services
<b>Location:</b>	Hybrid – home based and attendance at our Head Office at Park Street in Lincoln.
<b>Hours of work:</b>	21 Hours per week
<b>Responsible to:</b>	Support Services Manager
<b>Job Purpose:</b>	Assisting in the efficient running of the Support Services department, to include carrying out community-based assessments and line managing Support Staff.

### Key Responsibilities:

- Grow and develop services in the North Lincolnshire area.
- Assisting in the selection and recruitment of Support Workers & Gardeners across our area of coverage.
- Assisting with inductions and training of Support Workers & Gardeners.
- Continuing assessment and supervision of Support Workers.
- Develop support plans in conjunction with clients and their families accessing the service
- Provide ongoing reviews and assessments to clients accessing our support services.
- Empower clients to make their own choices, and reflect this in their support plans.
- Allocate appropriate Support Workers & Gardeners to deliver the highest quality services 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 Support Workers & Gardeners at all times.
- Participate in regular audits of service and administration.
- 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 deemed reasonably appropriate by your Line Manager.

## Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
---	-----------	---	-----------	---	-------------	---	-----------

### 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 effectively, having the ability to understand & be understood – verbally and written	E	A/I
Ability to work effectively alone and as part of a team	E	A/I
Effective organisational skills and ability to multi task	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	AI
Commitment to providing a person centred service	E	A/I
Self-motivated and able to inspire others	E	A/I
Flexible, cooperative, approach to work	E	A/I
Ability to work as part of a fast paced, dynamic team	E	A/I
Professionalism 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-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email [HR@ageuklincolnshire.org.uk](mailto:HR@ageuklincolnshire.org.uk) or call 01522 696 000 and ask to speak to a member of the HR team.