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**Job pack**

Health & Wellbeing Co-ordinator

**About Age UK Merton**

Age UK Merton is a charity registered with the Charity Commission and a Company Limited by Guarantee governed by its Memorandum and Articles of Association. In November 2011 we rebranded and became Age UK Merton (we were previously known as Age Concern Merton).

Age UK Merton is the leading voluntary sector provider of services to older people in the London Borough of Merton.

As we grow older we face new challenges and maybe even illness, loneliness or poverty. But that doesn’t stop us being ourselves. We still want to laugh, love and be needed. We want to stay independent and keep doing the things we love. We all want a fulfilling later life.

That’s why Age UK Merton is here. We want to see a world where everyone can love later life. We support and speak up for those that need us. We believe that living longer should be celebrated and everything we do is to maximise well-being in later life.

**Our vision**

is for everyone in the borough to love later life

**Our mission**

is tomake Merton a great place to grow old

To achieve our mission of making Merton a great place to grow old, we believe that everyone in Merton should have the opportunity to make the most of later life, whatever their circumstances, wants and needs. Our delivery of this will be achieved by three key objectives:

1. To provide practical advice and support for older adults
2. To improve social connection
3. To promote active ageing

**Our Staff** **and Volunteers**

A dedicated and committed team of 25 staff and 120+ volunteers enable us to provide the wide range of support as listed above. Our staff team are dedicated, well-trained and committed to providing the best services to older people in Merton. Our team is diverse and possess a range of skills from their previous roles further enhancing what Age UK Merton are able to deliver. Staff are encouraged to be innovative and suggest new ideas in our desire to be led by the needs of people in later life and the community in Merton.

Our team of volunteers continues to grow, reflecting the strength of volunteering in the local community. Volunteering comes in many forms; some volunteer weekly, others monthly and some on an occasional or seasonal basis.

**Our Partners**

Age UK Merton is committed to working in partnership to provide many of our services. Some of our current partners are the London Borough of Merton, South West London CCG, Wimbledon Guild, Merton Vision and Carers Support Merton.

**Our role during the Covid-19 outbreak**

Age UK Merton worked closely with partners across health, social care and voluntary sectors to ensure that older adults were supported both practically and emotionally during the Covid-19 outbreak. Like many other organisations we adapted to the rapidly changing situation to reduce risk of infection to staff, volunteers and our clients, who, by definition, are statistically more vulnerable. As we move to living safely and fairly with Covid-19 in Merton, most of our services are now being delivered face to face again which is positive for our clients. We continue to ensure however that public health advice is followed with clear procedures and use of Personal Protective Equipment to ensure the safety of all stakeholders as appropriate.

Our services are in demand more than ever following the pandemic, and we are determined to ensure that older adults in Merton get the practical and emotional support they need.

**The Living Well Service**

The Living Well service is Age UK Merton’s flagship wellbeing programme. We have developed the service over the last five years to provide genuine, high impact person-centred assessment and action planning with older people to help them improve their overall health and wellbeing.

In 2021/22 the service worked with over 679 older adults resulting in 67% feeling more connected, 50% feeling more positive, 65% more active and 65% feeling more safe and independent.

This is an exciting time to join the organisation at a period of growth in size and reputation and an opportunity to be at the heart of Merton’s ongoing response to Covid-19.

**How to apply**

You can apply electronically or by post by sending your CV and a covering letter outlining your skills and experience in relation to the Job Description and Person Specification below. **Your CV should be no more than two sides.**

**Your covering letter should also be no more than two sides**, and please ensure that your covering letter demonstrates how your experience‚ skills and abilities meet the selection criteria set out in the Job Description and Person Specification. **Applications submitted without a covering letter will be rejected.** Please also ensure you complete the equal opportunities monitoring section at the end of your application form.

Please inform us of any reasonable adjustments we can make to support you through our recruitment process.

**Completed applications should be returned to us by 5pm on Monday 25th July 2022.** Applications received after that time will not normally be considered for short listing. Completed applications must be sent to lynne@ageukmerton.org.ukensuring you clearly identify in the email the post you are applying for.

If you have not heard by Friday 5th August 2022 then you can assume that you have not been shortlisted.

**Interview Process**

**Interviews will take place in late July/ early August 2022**. Full details will be confirmed. If you are successful we will e-mail or phone you as soon as possible after the closing date to let you know what the interview process will entail.

**Job Description**

**Post title:** Health & Wellbeing Co-ordinator

**Salary:** £25,000 - £28,000

**Hours:** 37.5 per week

**Reports to:** Living Well Manager

**Location:** Elmwood Centre, 277 London Road, Mitcham, CR4 3NT

The role will be part-office, part-home based with regular travel in Merton for home visits

**Contract:** Fixed-term to 31 March 2023 (future extension subject to successful evaluation and funding)

**Job summary**

The Health & Wellbeing Co-ordinators will have an essential role in the response to the Coronavirus pandemic. They will work directly with older people to conduct 1-2-1 person-centred assessments and work with our clients to identify solutions to help them access high quality information and advice, practical support to stay independent, improve their social connection and keep active.

Post holders will work closely with partners across the health and care system to ensure referrals are connected to the appropriate services, record and track client action plans using our impact measurement tools and monitor outcomes to allow Age UK Merton to successfully evaluate the extension of the Living Well service.

**Responsibilities of the post are to:**

1. Triage and co-ordinate client referrals from a range of sources, primarily health and care, in conjunction with the Living Well Manager
2. Communicate with referral partners to understand the trigger for referral and liaise with clients to build trust and encourage initial assessment
3. Hold ‘guided conversations’ to assess clients’ needs and home risk, these will be conducted on telephone and through home visits
4. Create person-centred action plans to enable clients to set realistic goals to improve their overall health and wellbeing.
5. Connect individuals to support services catered to their needs at both Age UK Merton and external partners
6. Provide ongoing support and co-ordination for clients to ensure that action plans are progressing, including regular liaison with partners across health, care and voluntary sector to achieve successful client outcomes
7. Work with partners across health, care and voluntary sectors to build strong understanding of the service offer for older adults in the London Borough of Merton.
8. Receive and respond to enquiries related to the programme by phone, in person and by e-mail
9. Record information on the CRM database, Charity Log, including service monitoring data and provide accurate and timely monitoring reports as required by the funder
10. Understand the process for raising safeguarding concerns and the route of accountability

**General**

1. Comply at all times with the policies and procedures of Age UK Merton
2. Ensure that Age UK Merton’s Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery
3. Attend staff meetings, personal supervision and appraisal meetings
4. Be aware of own training needs and participate in training/education to improve performance considered relevant to the post and to achieve agreed targets
5. Act as a representative of the values, beliefs and principles of AUKM at all times
6. Undertake any other duties that are requested and commensurate with the grade and remit of the post

**The role requires frequent travel within Merton – a driving licence and access to a car is preferable but not essential.**

**Person specification/experience**

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|  | **Essential/Desirable** **Criteria**  |
| **Experience** |  |
| At least two years’ experience of working in a similar position – providing information, advice and/or wellbeing support for older or disabled people or people with long term conditions in the community  | Essential  |
| A comprehensive understanding of the needs of older people and the issues that affect them | Essential  |
| Experience of making onward referrals and co-ordinating service interventions for vulnerable people | Essential  |
| Experience of working with other professionals within health, care and voluntary sector | Essential  |
| Experience of working in a multi-disciplinary team environment | Desirable |
| Administrative experience, including record keeping and writing reports  | Essential  |
| Experience of working in partnership to deliver a service | Desirable |
| Basic counselling skills or experience with motivational interviewing or willingness to acquire such skills  | Desirable  |
| **Skills** |  |
| Strong interpersonal skills - able to communicate well with clinical practitioners and senior management to staff peers and volunteers | Essential  |
| Friendly and approachable personality, able to build trust with older people | Essential |
| Ability to work in a target driven environment  | Essential |
| Ability to undertake client assessments and set realistic goals  | Essential  |
| Strong problem-solving skills and ability to identify person-centred solutions | Essential  |
| Ability to proficiently use industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc.) to an intermediate level  | Essential  |
| Great organisational skills, able to manage a diary, set actions and keep on top of a busy workload | Essential |
| Ability to work without direct supervision and demonstrate initiative  | Essential  |
| **Other requirements**  |
| Knowledge of health and safety and safeguarding issues as it applies to the role  | Essential  |
| Flexible approach to working hours and arrangements  | Desirable |
| To be committed to the principles of equal opportunities and diversity  | Essential |

**The Age UK Competency Framework**

Age UK has five core competencies. These have been developed to shape our culture through the way we work. These are:

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| **Achieving Results**Anticipates and seeks to solve problems. Understands processes and procedures. Takes responsibility for own work and personal development. Being accurate and achieving quality results**.** | **Effective Communication**Actively listens and adapts message and communication style to appeal to the interest and level of audience. Questions and challenges information in a tactful, diplomatic and sensitive manner.  |
| **Championing Age UK**Fully understands Age UK and know your role within the charity. Understand the challenges of people in later life and promoting Age UK products and services. Be willing to share success and be a credible ambassador for Age UK. | **Focusing On The Customer**Ability to identify customers in and out of Age UK and build positive relationships. Listens and acts on customer feedback and strives to provide a positive customer experience. Builds trusting and professional relationships with a diverse customer base and seeks to exceed customer expectation. |
| **Change & Innovation**Generates and shares new ideas and finds creative solutions to current and future work issues. Embraces new change initiatives and adapts to new ways of working. Challenges existing ways of working and considers pros and cons of new ideas and choice of best option. | **Please note that as part of our recruitment process you may be asked competency based questions in your interview.**  |