

Job Title:	Living Well Officer
Reports to:	Head of Services
Hours:	20hrs pw Monday, Tuesday, Thursday, Friday 9.30am – 14.30pm
Location:	Working flexibly to provide cover at any of our locations/offices across Mid Mersey: Halton, St Helens, Warrington, Knowsley

JOB PURPOSE:

Age UK Mid Mersey's mission is to ensure that older people across St Helens, Halton, Knowsley and Warrington can enjoy later life with independence, confidence, and dignity. Our Living Well services and activities are designed to create public benefit and make a positive difference across four key areas of wellbeing in later life: **Health, Social Life, Independence, and Connection.**

You will play a key role in supporting older people to improve their wellbeing, maintain their independence and build meaningful social connections. Through a person-centred approach, you will work with individuals to identify their strengths, needs and goals, supporting them to access opportunities, activities and services to promote positive wellbeing and reduce social isolation.

You will support the planning, delivery and development of Living Well Groups across Mid Mersey, working collaboratively with colleagues, volunteers and partner organisations. You will also provide appropriate information and signposting and identify where individuals would benefit from referral to specialist Age UK Mid Mersey Services.

This post is subject to a disclosure check with the Disclosure and Barring Service at an Enhanced Level.

1. Key Duties and Responsibilities

- Act as a warm, welcoming first point of contact for clients, carers, professionals and responding to enquiries and supporting engagement with Living Well services at our offices, outreach and community venues.
- Listen with empathy to understand individual's needs, providing appropriate information and signposting and making referrals to Age UK Mid Mersey services or external organisations where appropriate.
- Conduct guided conversations to explore people's needs, strengths, and goals, identifying barriers to wellbeing and co-developing simple, achievable action plans.
- Motivate and support adults aged 50+ to make positive lifestyle changes that enhance their health, wellbeing, and quality of life.

- Accept and process referrals from a wide range of sources, including internal services, partner organisations, and self-referrals.
- Coordinate with local agencies and community groups to help individuals access suitable services and opportunities.
- Support people to build social connections and engage in activities, hobbies, and interests that promote inclusion and independence.
- Provide a consistent and trusted point of contact for individuals, carers, and families during their involvement with the service.
- Liaise with relatives, carers, and other professionals (as agreed with the individual) to ensure a joined-up, person-centred approach to support.
- Plan, organise, facilitate and support the delivery of Living Well groups, activities and community-based sessions, including MCST and other group programmes, ensuring sessions are welcoming, inclusive and responsive to the needs of our clients.
- Support the development of new and existing Living Well groups and activities in response to identified local need, participant feedback and service priorities.
- Undertake community outreach and represent Age UK Mid Mersey at relevant events, activities and community events to promote Living Well services and engage older people who may benefit from support.
- Maintain clear, accurate, and up-to-date records of enquiries, referrals, and outcomes using the organisation's systems.
- Undertake mandatory training (e.g. Safeguarding Adults, Equality and Diversity, Mental Capacity Act) and engage in ongoing learning relevant to the role.
- Carry out general administrative duties to support the Living Well service and wider organisation.
- Be flexible and supportive within the team, including delivering or covering Living Well groups, activities and colleague's duties when required to support continuity of service.

2. Supervisory/Management Responsibilities

- Assist with the induction, training and ongoing support of volunteers involved in Living Well services, ensuring they understand their role and comply with the Age UK Mid Mersey policies and code of conduct.

3. Communication and Relationships

- Take responsibility for communicating with all other staff and volunteers to ensure the best service levels are attained.
- Represent Age UK Mid Mersey at external partnership events/meetings when necessary
- Attend and contribute to team meetings
- Develop and maintain positive working relationships with relevant community groups, local organisations and partner agencies to strengthen referral pathways, identify opportunities and support the ongoing development of Living Well services

4. Monitoring and Reporting

- Maintain accurate and up to date data and records in agreed formats to support effective monitoring and evaluation of the service.
- Ensure that client and volunteer records are accurate, appropriate and maintained in accordance with data protection, confidentiality and organisational policies.
- Contribute to service monitoring and reporting accurate information on activity, outcomes, progress against targets and opportunities for service development.
- Accurately record service activity and outcomes using the organisation's systems and databases, ensuring information required for internal monitoring and funder reporting is complete and up to date.

5. Knowledge, Skills & Experience

Refer to the attached person specification.

6. General

- To become familiar with, and work within, AUK Mid Mersey's policies and procedures.
- To comply with individual responsibilities in relation to health and safety in accordance with Age UK Mid Mersey's Health and Safety Policy and Procedure.
- To attend occasional out of hours in connection with the work of Age UK Mid Mersey.
- To work at all times in accordance with the philosophy, ethos and values and principles of the organisation.
- To perform any other reasonable duties appropriate to the role, as may be requested by their line manager.
- Attend and actively participate in Team Meetings and Age UK Mid Mersey full staff team meetings.
- The above list of main tasks in this job description should therefore not be regarded as exclusive or exhaustive.

A member of staff performing this role:

- Shall be competent to perform their role, shall remain competent to perform their role and shall undergo a regular review of their competence.
- Shall accept appropriate supervision based on their skill and knowledge levels.

Additional duties

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are

undertaken. Consequently, we will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Probationary Periods

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

PERSON SPECIFICATION - LIVING WELL OFFICER

If candidates do not meet the person specification they may be required to undertake training as specified by the organisation.

Requirements	Essential/ Desirable
Experience	
• Experience of working within the voluntary, community or health and social care sector.	D
• Experience of supporting older people or adults within a community, health, wellbeing or social care setting.	D
• Experience of working with volunteers.	D
• Experience of planning, facilitating or supporting groups, activities, workshops or community-based sessions.	D
• Experience of providing person-centred support, identifying individual needs and working with people to achieve positive outcomes.	D
• Experience of partnership working and developing positive relationships with community organisations and other professionals.	D
Knowledge	
• An understanding of the research that underpins health and wellbeing: including the 'Five Ways to Wellbeing' and community asset approaches	D
• Understanding of issues of social inclusion and the challenges / opportunities facing individuals, communities and organisations; including the broader determinants and inequalities which impact on health and wellbeing of adults aged 50+	E
• Understanding of the difficulties faced by disadvantaged groups in accessing information.	E
• Commitment to understand and promote equality and diversity.	E
• Commitment to understand and promote safeguarding	E
• Knowledge of the local area	E
• Knowledge and experience of community development approaches to working with voluntary and community groups	D
• Awareness of good practice in user consultation.	D
	E
Skills & Aptitude	
• Proven ability to work in collaboration with stakeholders, co-production and codelivery and working in an inclusive and enabling way that builds capacity and mobilises the capabilities, assets and resourcefulness of stakeholders.	E
• Effective record keeping.	E
• Excellent interpersonal skills.	E
• Effective communication skills both oral and written.	E
• Excellent Listening Skills.	E
• Effective organisational skills including information, resources and time management.	E
• High level of personal integrity and confidentiality.	E
• Ability to work unsupervised and manage own workload.	E
• Ability to work effectively as a team member.	E
• Ability to be warm and approachable but also to understand their professional boundaries.	E
• Admin and IT skills - Microsoft 365	E

Attainments/ Qualifications	
• At least four GCSEs (Grades A to C) or equivalent must include Maths and English • Other qualification pertinent to the role	D
Other	
• Willingness to undertake comprehensive training	E
• Willingness to work flexibly in order to meet the requirements of the role	E
• Ability to travel independently across the Age UK Mid Mersey area to attend and deliver services at a range of community and outreach venues. A full driving licence and access to a vehicle is required to fulfil the requirements of the role.	E