

Job Description

Community Wellbeing Coordinator

Hours of work: 14 hours a week

Salary: £10242.96 pro rata (based on 14 hrs)

Location: This is a homeworking and community role that includes travel across Norfolk, predominantly Broadland Great Yarmouth and North Norfolk- you will need your own transport.

Join us in making a real difference to older people's lives

Age UK Norfolk is seeking a passionate and proactive Community Wellbeing Coordinator to support older people across Broadland, Great Yarmouth, and North Norfolk. This role will support a range of services that focus on reducing loneliness whilst promoting independence, wellbeing, and connections for older people living in Norfolk.

Key Responsibilities

- Working as part of the Companionship team, joining our existing experienced team providing companionship services to adults (50 years and over)
- Visit service users in their homes or care settings to reduce loneliness and isolation following a goal driven process
- Provide telephone befriending calls to provide companionship and reduce loneliness and isolation
- Deliver light touch digital inclusion support to service users helping them engage with the digital world.
- Support service users in reconnecting with their local communities by accompanying them outside their homes.
- Assist in recruiting, vetting, appointing, and training volunteers
- Provide ongoing support and training to volunteers to ensure a high-quality service delivery.

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- Comply with all monitoring and evaluation requirements of the Service
- Maintain accurate case files and records.
- Assist with any funding opportunities as required.
- Collaborate with the wider organisation to share best practices and refer service users to other services
- Promote the Service by ways of talks, presentations, articles and interviews.


General

- To act as an ambassador for Age UK Norfolk.
- To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line the Organisation's statutory obligations.
- To work to the agreed standards and policies of the Organisation
- To carry out other duties that are consistent with the duties and responsibilities of the post.



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Person Specification

Essential Criteria	Desirable Criteria
Education and Experience	
<ul style="list-style-type: none"> • A high level of written and verbal English and Maths • Experience of working with people (in a professional or personal context) to Advocate for their views and wishes and get their voice heard. 	<ul style="list-style-type: none"> • Previous experience of working with older people • Previous experience of working with vulnerable people of any age • Managed or supported volunteers
Key Skills and Abilities	
<ul style="list-style-type: none"> • Excellent Communication skills with a proven ability to communication with older people who have communication barriers. • Ability to prioritise and plan work; take responsibility in decision making, be very well organised and work independently to meet deadlines. • Ability to be solution focussed when encountering obstacles as part of day-to-day work. • Ability to work under pressure. • Ability to use Microsoft packages e.g. word, Outlook and basic database systems. 	

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Person Specification

Essential Criteria	Desirable Criteria
Personal Attributes	
<ul style="list-style-type: none"> • Good listening • Flexible approach • Committed to working with older vulnerable people • Empathetic • Self-motivated • Passion to support vulnerable people 	
Other Requirements	
<ul style="list-style-type: none"> • To join and be part the DBS update Service following completion of a satisfactory DBS check. • Ability to travel independently across Norfolk- Expenses will be reimbursed • To be based at home and in the community with some head office working when required. 	

**APPLY
NOW**

How to apply

To apply for this role, please complete the application form on our [website](https://www.ageuknorfolk.org.uk) and email it to humanresources@ageuknorfolk.org.uk