

# Charity Services Structure

## **Executive Director of Charity Services - Sonya Roe**

Reporting to the Group Chief Executive, Sonya provides strategic direction and leadership to the charitable services and activities within the Age UK North Tyneside Group.

## **Charity Chief Operating Officer - Jacqueline Critchley**

Reporting to the Executive Director of Charity Services, this role supports Sonya in the strategic development of the Charity with specific operational responsibility for performance, reporting, compliance and continuous improvement.

## Befriending

### **Befriending Coordinator - Stuart Martin**

Reporting to the Charity Chief Operating Officer, Stuart coordinates the development and delivery of the Befriending programme that supports older people to engage socially through home visits, telephone calls, attending group activities and volunteering. He is also responsible for coordinating and delivering a volunteer training programme, volunteer and customer matching and monitoring, within a robust reporting and evaluation framework.

## Community Engagement & Localities

### **Community & Locality Engagement Coordinator - Paula Bennett**

Reporting to the Executive Director of Charity Services, Paula is responsible for building relationships with North Tyneside residents making connections with both existing and new partners whilst promoting Age UK North Tyneside's goals and values. Development of a Neighbourhood Network which will connect the more hard to reach older individuals with Age UK North Tyneside volunteer Ambassadors who can support them with information on local services and reconnect them with their wider community.

## Dementia Connections Service North Tyneside

### **Lead Admiral Nurse - Frances Rudd**

Reporting to Charity Chief Operating Officer, Frances provides specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/ supporters who experience difficulties within a defined locality of North Tyneside.

### **Admiral Nurses - Joanne Edgell, Sue Gilbertson, Tracy Bell**

Reporting to the Lead Admiral Nurse, our Admiral Nurses provide specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/ supporters who experience difficulties within a defined locality of North Tyneside. The support offered includes signposting and working with partners such as the NHS and Carers Centre.

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### **Dementia Connections North Tyneside Hybrid Coordinating Officer - Suzanne Keenan**

Reporting to the Lead Admiral Nurse, Suzanne is the main point of contact for customers for the Dementia Connections Service and is responsible for the data input of customer information and group activities.

### **Dementia Coordinator - Abby Prokic, Helen Hajek**

Reporting to the Lead Admiral Nurse, Abby and Helen are responsible for helping our customers with early stage and mild dementia and their family and carers. They deliver a number of social events where the person living with dementia and their carer can attend together.

## Dementia Connections Service Newcastle

### **Lead Admiral Nurse - Vacancy**

Reporting to the Charity Chief Operating Officer, the Lead Admiral Nurse provides specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/supporters who experience difficulties within a defined locality Newcastle.

### **Admiral Nurses - Charlotte Willoughby, Meg Johnson,**

Reporting to the Lead Admiral Nurse, our Admiral Nurses provide specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/supporters who experience difficulties within a defined locality of Newcastle. The support offered includes signposting and working with partners such as Search.

### **Dementia Connections Newcastle Coordinating Officer - Olena Proshkova**

Reporting to the Lead Admiral Nurse, Olena is the main point of contact for customers for the Admiral Nurse service and is responsible for the data input of customer information and group activities.

## Health & Wellness

### **Health & Wellness Manager - Wendy Hodgson**

Reporting to the Executive Director of Charity Services, Wendy is responsible for our three Wellbeing Centres across North Tyneside. Each centre offers day care for older people and a place of respite for carers. The Wellbeing Centres are designed to support, encourage, and develop customers independence through meaningful activities and tailored care.

### **Team Leader at Cedar Grove Wellbeing Centre - Janice Morton**

Reporting to the Health & Wellness Manager, Janice is responsible for overseeing the day to day activities and provisions at Cedar Grove. Our Wellbeing Centres are available for customers to come along and spend the day with us, make friends, have a spot of lunch and perhaps learn a new skill or take part in an activity of their choice. All three Wellbeing Centres are designed to support, encourage and develop our customers independence.

### **Team Leader at Rowan Croft Wellbeing Centre - Wendy Dack**

Reporting to the Health & Wellness Manager, Wendy is responsible for overseeing the day to day activities and provisions at Rowan Croft. Our Wellbeing Centres are available for customers to come along and spend the day with us, make friends, have a spot of lunch and perhaps learn a new skill or take part in an activity of their choice. All three Wellbeing Centres are designed to

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### **Team leader at Linskill Park Wellbeing Centre - Kimberley Allen**

Reporting to the Health & Wellness Manager, Kimberley is responsible for overseeing the day to day activities and provisions at Linskill Park. Our Wellbeing Centres are available for customers to come along and spend the day with us, make friends, have a spot of lunch and perhaps learn a new skill or take part in an activity of their choice. All three Wellbeing Centres are designed to support, encourage and develop our customers independence.

### **Health & Wellness Coordinator - Beth Enguita**

Reporting to the Charity Chief Operating Officer, Beth is responsible for providing a quality service to our customers over the phone and via email, including answering queries and taking group booking requests. Beth supports those individuals who contact us to re-engage with their community and maintain their independence and improve their resilience. Beth is also responsible for managing our teams' schedules including booking in customer appointments and managing the weekly rota of work and liaising with venues throughout North Tyneside, to ensure our service delivery remains one of the best in the region.

### **Charity Fitness Instructors - Dawn Pagett, Laura Menzies**

Reporting to the Charity Chief Operating Officer, Dawn and Laura are responsible for the delivery of physical exercise activities as part of the wider community-based Health & Wellness programme within a variety of venues in North Tyneside. The programmes they deliver help with falls reduction, NHS admissions avoidance, and reduce reliance on critical services. This improves resilience and confidence and can support participants to make new friends.

### **Promoting Independence Coordinators (CARE Point) - Carly Searle, Heather Thompson,**

Reporting to the Charity Chief Operating Officer, Carly and Heather meet with patients on discharge on a one-to-one basis and carry out a "guided conversation" which is used to draw out the needs and wishes of the customer. Carly and Heather have responsibility to bring together all of the support and services necessary for the customer to achieve their goals, reconnect with their community, and address their social needs.

## **Customer Service and Information & Advice**

### **Customer Service and Information & Advice Manager - Lindsay Sear**

Reporting to Executive Director of Charity Services the Lindsay manages the performance of the Information & Advice and Customer Service, front-line teams. In addition, Lindsay delivers face to face customer support from our headquarters and community venues whilst influencing and shaping local service delivery for the benefit of older people by adding her voice to a number of local workstreams.

### **Lead Customer Service Coordinator - Fran Chubb**

Reporting to the Customer Service and Information & Advice Manager, Fran manages the day to day running of the Customer Service Team and projects.

### **Customer Service Coordinator - Michelle Elliott**

Reporting to the Customer Service and Information & Advice Manager, Michelle works as part of the Customer Service Team to provide customers with support to access a range of services personal to their individual needs and aspirations.

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### **Information & Advice Coordinator - Sarah Fionda**

Reporting to the Customer Service and Information & Advice Manager, Sarah triages customer needs, delivering information in line with good practice and quality assurance. Sarah is responsible for developing and supporting new and ongoing community and partner relationships that offer opportunities to positively support older people.

### **Information & Advice Officers - Chris Bone, Tom Brewer**

Reporting to the Customer Service and Information & Advice Manager Chris and Tom deliver a free, comprehensive, confidential and impartial generalist advice service. These cover a range of subject areas including; welfare and benefit rights, community care, housing and local services to Age UK and other information and advice quality standards.

## Older People in Prisons

### **Manager of North East Prisons - Joe Peterson**

Reporting to the Charity Chief Operating Officer, Joe ensures the effective and efficient performance of a quality Older People in Prisons service across all seven North East Prisons. The service aims to meet the needs and aspirations of customers, and to meet the contractual obligations, statutory requirements, and pre-determined service delivery standard.

### **Wellbeing & Activities Officers - Diane Atkinson, Karen Hodgson, Esther Gray**

Reporting to the Manager for North East Prisons, our Wellbeing & Activities Officers help to initiate a prison-based service for those over the age of 50 which encourages customers to take an active role in improving both their physical and mental wellbeing. They support the rehabilitation and resettlement processes to ensure prisoners have access to information and support pre-release or on transfer. Our Wellbeing & Activities Officers also provide an advocacy service for older prisoners to support them to express their needs effectively and improve their mental wellbeing.