

Charity Services Structure

Head 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 - Vacancy

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

Admiral Nurses

Head of Admiral Nursing - Betty Lucas

Reporting to the Head of Charity Services, Betty strategically develops and manages the Admiral Nurse and Dementia Connections Services to meet the needs and aspirations of customers, their families and friends and to meet contractual obligations, statutory requirements and pre-determined service delivery standards.

Admiral Nurses - North Tyneside

Lead Admiral Nurse - Frances Rudd

Reporting to the Head of Admiral Nursing, 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. Frances also supports the Head of Admiral Nursing in developing and supporting the team.

Admiral Nurses - Charlotte Willoughby, Sue Gilbertson

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.

Dementia Connections North Tyneside Coordinating Officer - Suzanne Keenan

Reporting to the Lead Admiral Nurse, Suzanne 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.

Dementia Coordinator - Abby Prokic, Nicola Ward

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

Admiral Nurses - Newcastle

Lead Admiral Nurse - Kirsty de Bono-Hume

Reporting to the Head of Admiral Nursing, Kirsty 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. Kirsty also supports the Head of Admiral Nursing in developing and supporting the team.

Admiral Nurses - 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.

Befriending

Befriending Coordinator - Sheila Barron

Reporting to the Health & Wellness Manager, Sheila 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. She 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 Head 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. Paula also shapes and influences the charity's strategy for 2025-2030 and beyond through direct support alongside resident and customer input.

Health & Wellness

Health & Wellness Manager - Wendy Hodgson

Reporting to the Head of Charity Services, Wendy is responsible for our work with key stakeholders to deliver an effective service, and lead and manage a multi-disciplinary team covering a range of Charity Services.

Health & Wellness Coordinating Officer - Beth Enguita

Reporting to the Health & Wellness Manager, 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 Health & Wellness Manager, 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) - Heather Thompson, Tracy Bell

Reporting to the Health & Wellness Manager, Heather and Tracy 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. Heather and Tracy 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.

Information & Advice

Lead Information & Advice Coordinator - Lindsay Sear

Reporting to the Head of Charity Services, 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.

Information & Advice Coordinator - Sarah Fionda

Reporting to the Lead Information & Advice Coordinator, 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 Lead Information & Advice Coordinator, 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 Head of Charity Services, 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.

Wellbeing Centres

Team Leader at Cedar Grove - 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 - 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 support, encourage and develop our customers independence.

Team leader at Linskill Park - 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.