

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Business Support – SPRING
Reporting to (Job Title):	Lead SPRING Social Prescribing Link Worker
Grade:	£12.27 per hour
Hours of Work:	25hrs per week, over four or five days
Place of Work:	Waterside House, Station Road, Irthlingborough
SPRING Overview	<p>Age UK Northamptonshire, the employer for these posts, is one of the social sector organisations that make up the SPRING Partnership.</p> <p>SPRING is a partnership of social sector organisations, commissioned by the NHS and Public Health, to improve the wellbeing of people in Northamptonshire using Social Prescribing.</p> <p>We take a person-centred approach and a holistic view towards wellbeing. Our goal is to help people, using our Social Prescribing service, take a leap forward in managing their wellbeing and long-term health conditions.</p>
Purpose of Role:	To provide pivotal administrative support within the SPRING Team including making triage phone calls to each person referred into the service.
Main Tasks:	<p>To be the first point of contact in SPRING for all clients and staff, answering general enquiries about the service.</p> <p>To pull through Spring Age UK Northamptonshire referrals from the case management system Theseus then:</p> <ul style="list-style-type: none"> • Carry out Initial Assessments asking a range of questions of all those interested to establish suitability for SPRING or signpost / warm handover to other support. • Book in onboarding sessions in line with Link Worker availability via text message, phone call or email. • Book in all six- and twelve-month reviews for participants: in line with Link Worker availability via text message, phone call or email. • To keep records relating to SPRING Wellbeing Activation Fund (WAF) including handling invoices and liaising with Age UK Northamptonshire's Finance Department.

	<p>To make introductory phone calls for networking purposes to organisations including pharmacies, county council services etc</p> <p>To use Canva templates to create promotional materials.</p> <p>To post updates on the Spring Facebook page and share with followers to promote our work.</p> <p>To carry out a range of admin tasks including writing letters & emails, arranging meetings, taking minutes, photocopying and maintaining computer filing systems.</p> <p>To use and maintain a database of clients and monitoring systems to enable reports to be produced for Age UK Northamptonshire and external funders.</p> <p>To assist in the collation of service statistics, prepare data for monitoring purposes, and to maintain mailing and waiting lists for the prospective users of the service.</p> <p>To maintain office appliances, order stationery and equipment, maintain stocks of leaflets and put together promotional materials and display boards, as and when required for Age UK Northamptonshire's presence at community events.</p> <p>To be able to work effectively with all staff, volunteers, health professionals and members of the public</p> <p>To maintain contact with the Lead Social Prescribing Link Worker prioritising work in times of emergencies.</p> <p>To attend training and meetings as appropriate to the position.</p> <p>To carry out other duties appropriate to the post.</p>
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The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Job Title: Business Support	Grade: 4	
Dept.: SPRING Link Worker Team	Date: 07.05.2025	
CRITERIA	D/E*	Assessed by A/I / R **
Qualifications & Training Good standard of general education Computer literate Confident using a range of Microsoft office programmes: with an ability to create, edit and update documents	E E E	AF AF & I AF & I
Team Effectiveness Ability to work effectively as part of a team Ability to work alone and take initiative as the need arises	E E	AF & I AF & I
Customer Focus Understand the needs of the service and create a positive first impression to those referred into the programme and with referrers Able to respond sensitively to client queries and complaints	E E	AF & I AF
Communication Calm telephone manner Able to communicate clearly both verbally and in writing	E E	I I
Alignment and Compliance – Aligned to the values, culture and mission of the charity. Knowledge of working within the voluntary sector	E D	I I

Prepared By: Sam Watson	Date: 07.05.2024
Authorised By: Chris Duff	Date: 07.05.2025

A = Application Form I = Interview R = References