

## JOB DESCRIPTION

**One Step at a Time Coordinator**

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| **Post Title:** **Department:** **Responsible to:****Based:**   | One Step at a Time CoordinatorHealth and WellbeingBefriending & Activities ManagerHome & Community based | **Pay Scale:** **Hours of Work:****Tenure:****Date of issue:**  | £12,233 per annumAUNN Band D (£20,117 p/a, FTE) 22.5 hours per week *Fixed term until 20th December 2022*January 2022 |

**PURPOSE OF THE DEPARTMENT/SERVICE**

One Step at a Time’ (OSAAT) aims to connect and support members of our communities who are feeling lonely and socially isolated by helping them to become more socially engaged and physically active.

Loneliness can result in a deterioration in physical and mental health as well as increasing anxiety about going outside. OSAAT aims to establish sustainable community support to help people build up their physical strength, their confidence, and to reconnect with their community.

**PURPOSE OF THE POST**

The OSAAT coordinator will work with local agencies, VCSE and community groups, developing strong networks and maximising resources to build local grassroots capacity and sustainability to support residents using the OSAAT approach across South Nottinghamshire.

**KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

**Communication and Customer Service** **(C&C)**

1. Develop effective and productive networks with local agencies, relevant professionals, VCSE and local community groups.
2. Identify active community groups (preferably with access to an existing cohort of volunteers) that have the potential to be OSAAT delivery partners.
3. Attend OSAAT coordinator and other appropriate meetings as identified by your line manager.
4. If required deliver OSAAT presentations and tool kit training courses to local agencies, VCSE and community groups.
5. To signpost and refer people to appropriate services as required.

**Planning and Organisation** **(P&O)**

1. To self-manage workload and working times in accordance with the needs of the project.
2. To maintain records of meetings, visits, training, and administration periods in the Outlook Calendar.
3. Draw on and increase the strengths and capacities of local agencies, VCSE and community groups by joining up services, maximising resources and reducing duplication.
4. Map the local area and maintain detailed and up to date knowledge of local community-based services including an understanding of access arrangements, eligibility criteria and service content.

**Recording & Monitoring** **(R&M)**

1. Accurately record and upload all required information on to a central system.
2. Produce a monthly progress report and keep all records updated to allow the production of accurate monitoring reports.
3. Identify, record and share regular case studies to promote the OSAAT approach.
4. Maintain all relevant records pertaining to individuals, adhering to the Age UK Notts Data Protection procedures and GDPR.

**Quality (Q)**

1. OSAAT partners are aware of the need for risk assessments to be carried out for each individual and that volunteers and residents are aware of the latest guidance around safety measures necessary to limit the transmission of the COVID19 virus.
2. Build upon the existing OSAAT approach and tool kit and identify service improvement opportunities.
3. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery

**Charity Focus** **(CF)**

1. Positively network with relevant professionals and local agencies and promote the service professionally where opportunity arises to ensure project objectives are met.
2. Promote public health campaigns and encourage people to take advantage of these.
3. Demonstrate a good understanding of the services provided by the charity.
4. To undertake relevant training to maintain skills and knowledge necessary for this post

**Team Work** **(TW)**

1. Have a positive and flexible attitude to your work and to support colleagues to successfully deliver the service.
2. Collaborate with local partners to identify the areas of need, current support services and activities and gaps; supporting them to develop ways to bridge the gaps.
3. Support community groups to ensure that they have access to the information they require to deliver the OSAAT approach using the OSAAT tool kit.
4. Coordinate with other One Step at a Time Coordinators to discuss developments, share learnings, and work together to progress OSAAT throughout the county.
5. Take reasonable care for your own safety while working in the community. To comply with lone working procedures and all charity and government guidelines pertaining to safe working during the COVID pandemic.
6. To ensure that your line manager, other colleagues and partners have access to the information they require to complete their roles.

**Specialist Knowledge** **(SK)**

1. To have an understanding of the needs of vulnerable people and the wider determinants that impact population health.
2. Work together with all local partners to collectively ensure that local VCSE organisations and community groups are sustainable and that community assets are nurtured, by making them aware of small grants or micro-commissioning if available, including providing support to set up new community groups and services, where gaps are identified in local provision.
3. Support partners and community groups to recognise their governance responsibilities with reference to OSAAT, for example, risk assessments, volunteer management and developing the OSAAT tool kit for support.

*Please note that all posts within the charity carry this level of expectation.*

**Charity Responsibilities - Standard Clauses**

Your Needs

* You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality and Diversity

* You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

* You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
* You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

* You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

* You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

* You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

* You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

* Participate in, and promote fundraising & income generation (CF, C&C).
* Promote all Age UK Notts services and trading products (CF).
* You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
* You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
* You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

**Name of Employee:**

**Signature of Employee: Date:**

**Name of Supervisor:**

**Signature of Supervisor: Date:**

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**Person Specification**

**One Step at a Time Coordinator**

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

## Essential Requirements

1. An understanding of the needs of people who are lonely and socially isolated and the barriers to their engagement (C&C)
2. Self-motivated with exceptional organisational skills with ability to plan own workload and complete tasks with minimum supervision (P&O)
3. Experience of the voluntary sector and an understanding of the roles and responsibilities of relevant statutory and voluntary agencies (SK)
4. Experience of supporting community groups or events or project management. (SK)
5. Experience of networking with partner organisations and developing partnership working (C&C, TW)
6. Excellent administrative and IT skills including proven use of databases, the internet, and Microsoft Word, Excel, and Outlook (R&M)
7. Excellent written and verbal communication skills and the ability to engage and empower others (C&C, Q)
8. Must be able to travel around the County and the postholder may be required to work outside of normal office hours (P&O, CF)
9. Experience of working with volunteers (TW)
10. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)

# Desirable Requirements

1. Principles of Population Health Management (C&C, SK)
2. Experience of the grants and funding application process (SK)



**Summary of Main**

**Conditions of Service**

**One Step at a Time Coordinator**

**Salary:** £12,233 per annum, AUNN Band D (£20,117 p/a, FTE)

**Start Date:** As soon as possible

**Hours of Work:** 22.5 hours per week

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage**

**Allowance:** Currently 45p per mile.

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.

**Place of Work: Home and community based**

**Timetable for Appointment**

**Post Advertised:** Thursday 6th January 2022

**Closing Date:** Monday 24th January 2022 at 9am

**Short-listing:** Tuesday 25th January 2022

**Interviews:** Thursday 27th January 2022

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.