

Wellbeing Coordinator

Line Manager:	Project Manager
Supported by:	Chief Operations Officer
Based at:	The Bradbury Centre, 16-18 Kingston Road, PO1 5RZ
Contract Type:	9 Month Fixed-Term Contract
Salary:	£19,096.20 per annum for 37 hours, any less pro rata
Hours:	30 - 37 hours per week

Special Conditions:

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in the City of Portsmouth. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant insurance, mobility support products, legacies and via statutory bodies.

Purpose of the job:

Age UK Portsmouth is awarded funds by different funders to create and facilitate projects that benefit the wider South-East Hampshire population. The Wellbeing Coordinator is responsible for coordinating and supporting the Project Manager in the delivery of different wellbeing projects. To respond to project referrals and assist any beneficiaries in line with the relevant project they are working within.

Depending on the requirements of different projects, the Wellbeing Coordinator may be required to work within multiple projects at a time.

Main duties and responsibilities:

- To proactively work with and report to the Project Manager
- Support beneficiary wellbeing in responding to project referrals, conducting Guided Conversations or necessary project specific assessments with those referred where required
- To work within projects that are already implemented, for example Joining Forces, a service created for veterans and families of veterans meaning experience with Armed Forces services is preferable.
- To deputise the Project Manager in meetings with funders/external organisations and the AUKP Executive Team
- To support the Project Manager, develop detailed project plans
- To action the plans created by the Project Manager ensuring the successful execution of any projects they work within
- Working effectively with relevant stakeholders for efficient project implementation
- Write case studies on appropriate individuals with whom you will work.
- Maintain records to help a range of people involved in providing support to individuals.
- Maintain records to help monitor performance and facilitate the evaluation of the service.
- To raise funds when facilitating activities and events to create additional income for the project/s and charity.
- Support the Project Manager in production and facilitation of external and internal activities, liaising with the other AUKP staff as instructed, and when appropriate.
- Assist the Project Manager in all aspects of Volunteer Management
- Liaise and network with appropriate agencies and in particular organisations dedicated to serving the needs of the beneficiaries of the relevant project/s, and to identify potential service users through fostering of good working relationships.

- Ensure that interventions are accurately recorded on the charity's electronic Customer Records Database (quantitative and qualitative data) with an ability to produce reports for Line and Executive Management.
- Support the supervision of activities, including the staff and volunteers where applicable.
- Provide ongoing support to service users, on a one-to-one basis, if necessary, whilst maintaining an awareness of safeguarding policies, procedures, and protocols.
- Ability to professionally represent the charity, attend meetings and training, whilst being capable of working on own initiative delivering activities suited to the needs of the service users.
- Support the Project Manager in ensuring all quality standards and HR procedures are adhered to across the team.

Quality

- To ensure the provision of a consistent and high-quality project/s in accordance with the funders requirements, charity's policies, standards, and quality framework.
- Update forms and policies and procedures in line with requirements and in accordance with the General Data Protection Regulation.

General Requirements:

- Maintain the highest levels of professionalism in handling confidential data, information and disclosure from individuals, organisations, and services.
- Manage and work with volunteers, if appropriate, to encourage peer support and engage beneficiaries in volunteering to help others.
- Produce timely and accurate feedback and case studies onto CharityLog database.
- Support data collection by logging and recording interactions on our customer database.
- Undertake specific tasks or projects to agreed quality standards and timeframes, etc. This may include the collation of data for report purposes or participation in open days and events.
- Work with Executive Line Manager and Project Manager to create innovative ways in which to make the project self-sustainable by project end date.
- Raise awareness for the charity, raising funds for the continuation of the project where possible.
- Undertake any other duties as required by the Line Manager and/or CEO.
- Attend staff meetings, join working parties, and project groups as appropriate and engaging in supervision
- Promote all AUKP services throughout statutory, voluntary, and other sector partners.
- Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with AUKP's Safeguarding Policy.
- To comply fully with obligations under the General Data Protection Regulation, in respect of all processing of personal data including obtaining written consent from a data subject to process their details.
- AUKP operates a No Smoking policy, and all staff are required to comply.
- This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Other Duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

Diversity

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation; to support this, Age UK Portsmouth has several policies that you should ensure you are familiar with and compliant to. All policies are available on the Charity's share drive. Any breaches may lead to termination of employment.

PERSON SPECIFICATION

Person specification:	Essential	Desirable	Evidenced through
Knowledge and qualifications	<ul style="list-style-type: none"> • Excellent interpersonal skills • People focused – older people in particular • Ability to lead demonstrating knowledge and motivation • Ability to develop and maintain internal and external business networks • NVQ Level 2 or equivalent education Worked with or within the Armed Forces Services • Worked with or within the Armed Forces Services 	<ul style="list-style-type: none"> • Experience in programme development preferably social / educational activities • Knowledge of quality systems • Knowledge of Voluntary Sector and its organisations 	Application Documentary evidence
Skills	<ul style="list-style-type: none"> • Ability to demonstrate effective communication and publicise activities with organisations to promote services • Good interpersonal, verbal and written communication skills • Ability to contribute to development of team processes, attend meetings and training as required. • Ability to work under pressure • Ability to meet tight deadlines 	<ul style="list-style-type: none"> • Basic office procedural knowledge and/or experience • Willingness to give the role extra commitment 	Application Interview References
Experience	<ul style="list-style-type: none"> • Working with older people • Worked with or within the Armed Forces Services • Working and developing volunteers • Planning skills and ability to manage time effectively • Experience of producing clear and accurate reports, case studies and assessment plans • Develop full understanding of all Age UK Portsmouth service provision to support appropriate referrals 	<ul style="list-style-type: none"> • Proven ability to deliver results against targets and prioritise workloads • Financial acumen and ability to understand return on investment to create sustainable and accessible services 	Application Interview References
Personal Attributes	<ul style="list-style-type: none"> • Understand and respect the Charity's core values • Attentive to appropriately meeting the Charity's needs • Ability to communicate across the Charity • Ability to engage and care for others • Be flexible and willing to work additional hours according to the Charity's needs 		Application Interview References

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Health, Safety and Environment

You are responsible for ensuring that workplace responsibilities within I&A are carried out with full regard to, and in support of, Age UK Portsmouth's Health and Safety and Environment Policies.

Data Protection

You will be responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

Disclosure & Barring Service formerly the Criminal Records Bureau

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth's staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at <https://www.gov.uk/disclosure-barring-service-check/overview>.

Equal Opportunities

AUKP believes in the value and dignity of all people of all ages, and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.