**Recruitment: User Involvement Service Coordinator at Age UK Redbridge, Barking and Havering**

Age UK Redbridge, Barking and Havering are recruiting for:

**User Involvement Service Coordinator   
Salary:**  £25,000 per annum pro rata  
**Hours**: 28 hours per week   
**Closing date:** Monday 23rd September 2019  
**Proposed interview date**: Thursday 26th September 2019

We are looking for a User Involvement Service Coordinator to enable older people to have their voices heard and exercise influence with a range of service providers by facilitating and promoting a User Panel and a Reference group of older people who are users of health and social care services within the London Borough of Redbridge. The post holder will encourage involvement in campaigning through a range of methods including face to face engagement such as focus groups and panel discussions as well as using digital technology to encourage participation (social media and website articles).

Main responsibilities include developing an existing Reference group through promotional activity; facilitating an existing User Panel of up to 15 people and training and supporting Panel members to become informed ‘expert users’ representing users at meetings and planning groups etc. The post holder will liaise with a wide range of staff at all levels within Health and Social Care, as well as Independent and Voluntary organisations in order to promote the service and good practice in involving service users.

We are looking for someone with a good understanding of the needs and issues of older people and a knowledge of health and social care services and awareness of the relevant policy areas. We are also looking for excellent communication skills and experience of facilitating group work as well as an interest in engaging older people and enabling them to have their voices heard. The post requires good IT skills and experience of data collection, service monitoring and producing reports. Experience or willingness to use social media and website postings is desirable.

**To apply:** Please check our website for further details and a full application pack <https://www.ageuk.org.uk/redbridgebarkinghavering/about-us/work-for-us/>

**Completed application forms and Equal Opportunities Forms should be returned to** [**admin@ageukrbh.org.uk**](mailto:admin@ageukrbh.org.uk) **or alternatively posted to Admin at Age UK Redbridge, Barking and Havering, 4th Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU.**