**AGE UK REDBRIDGE, BARKING & HAVERING**

**JOB DESCRIPTION Ref: Variation 7/19**

1. **JOB TITLE:** User Involvement Service Co-ordinator
2. **HOURS:** 28 hours per week
3. **SALARY:** £25,000 pro-rata
4. **REPORTS TO:** Senior Manager Engagement and Day Opportunities
5. **LOCATION:** Redbridge
6. **LEAVE:** 5.6 working weeks
7. **MAIN AIM OF POST:**

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. To promote the services of Age UK Redbridge, Barking & Havering through a variety of media. To encourage involvement in campaigning through the use of social media and website articles.

1. **MAIN RESPONSIBILITIES:**
2. To further develop an existing Reference group through promotional activity.
3. To facilitate, support and service an existing User Panel of up to 15 people.
4. To train and support Panel members to become informed ‘expert users’ representing users at meetings and planning groups etc.
5. To maintain through Charity Log a database of Reference Group and User Panel members and their interests enabling a flexible response to consultation requests.
6. To agree and action work arising from the Panel or Reference Group.
7. To support, supervise and manage a small team of volunteers.
8. To devise and promote questionnaires (3 per year) or as need arises.
9. To contribute to the Age UKRBH newsletter by writing articles on service activity for the editorial team.
10. To research issues of interest to Panel and Reference Group and report findings back to the Panel for their consideration.
11. Develop and maintain monitoring, evaluation and performance management systems.
12. To 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.
13. To enable older people to influence and effect change in both policy and practice within health and social care organisations.
14. To keep abreast of changes in policy, practice and legislation within health and social care, especially those that are relevant and are likely to impact on the work of the User Panel and Reference Group.
15. To continue to develop the service to increase its overall effectiveness.
16. To agree via the User Panel to work with CCGs, Public Health and other organisations with an emphasis on health matters on projects that require input from older people.
17. To produce written and verbal reports on the process, operation and outcomes to various audiences as directed.
18. To help develop the marketing and promotional capacity of the organisation and contribute to the general newsletter and provide updates on activities on the organisations website and on social media.
19. To attend supervision and seek direction and attend training courses, as required.
20. To comply with Age UKRBH Policies, with particular regard to Equal Opportunities, Health & Safety and Confidentiality policy.
21. To undertake such other duties as may reasonably be required.

CLOSING DATE: Sunday 23rd September

PROPOSED INTERVIEW DATE: Thursday 26th September

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|  | Essential |
| **Experience** | 1. Experience and ability to facilitate group work. |
|  | 1. Ability to motivate and enable older people to act as user representatives |
|  | 1. Excellent written and verbal communication skills, able to communicate effectively with both service users and senior officers within statutory sector services |
| **Skills and Knowledge** | 1. A good understanding of the needs and issues of older people living in a multicultural borough |
|  | 1. Knowledge of health and social care services and awareness of the relevant policy areas |
|  | 1. Ability to process and translate complex pieces of information into an accessible format |
|  | 1. Ability to work independently and as part of a team, with minimum supervision |
|  | 1. Knowledge and experience of using social media, |
|  | 1. Able to produce articles on the project for the organisations website and newsletter |
|  | 1. Ability to manage and support volunteers |
|  | 1. An understanding of equal opportunities and its application to service delivery |
|  | 1. Computer literate, able to use Microsoft packages, email, the internet, conduct web searches and databases |
|  | 1. Ability to monitor and evaluate the service |
|  | 1. Ability to keep accurate records |
| **Other** | 1. Ability to drive and have access to a vehicle is desirable |
|  | 1. Willingness to build relationships with harder to reach groups to enable those to have their voices heard |
|  | 1. A willingness to assist colleagues across other services within the organisation when required |
|  | 1. Commitment to Age UK Redbridge, Barking & Havering’s policies with particular regard to Health and Safety, Safeguarding and Confidentiality. |
|  | 1. This post is subject to a check through the disclosure and barring service (formerly CRB) |