Age UK Sunderland
Community Support Worker Citywide
Community Support Clubs

Post: Community Support Worker Citywide
Responsible to: Front Door Manager

Job Purpose

To be responsible for all aspects of the day-to-day co-ordination, support and supervision of Age UK Sunderland’s Community Support Clubs across the city.

Job Description

- To supervise, support, develop, co-ordinate and evaluate all aspects of Community Support Club provision including volunteers, referrals, and meal provision into clubs.

- Monitor and review attendance numbers to support future needs and developments within the service area.

- Liaise with Volunteer Co-ordinator to recruit suitable volunteers to deliver Community Support Club services.

- Support induction programme for Community Support Club volunteers and effectively support volunteers involved in the delivery of the Community Support Clubs.

- Maintain the Charity Log database with Community Support Club information and effectively manage Club waiting lists. Produce reports and provide information in relation to Community Support Clubs as required.

- Support the Essence Service Outreach programme as required and in the absence of other Community Support Worker.

- Proactively promote Community Support Clubs, assist in mapping and monitoring, work with partner agencies to support and develop services where gaps are identified to support older people in the local area.

- Work in partnership with other organisations to develop new clubs by maximising local resources and avoid duplication of services.

- In the absence of the Community Support Worker responsible for transport coordination you will be expected to oversee Community Support Club drivers and transport.

- Represent Age UK Sunderland within the local community where appropriate e.g. area committees.
• Ensure financial requirements are adhered to by all Community Support Club Volunteers.

• Work with AUKS finance team to ensure that financial systems and records are up to date and effectively managed.

• To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of responsible corporately and as an individual for Health and Safety policy.

• To ensure compliance with GDPR regulations involving all aspects of data protection

• To undertake all reasonable tasks, in keeping with the level of the post, as required by the Director

This post is subject to an enhanced DBS check
Age UK Sunderland

Person Specification

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Essential Criteria

- Understanding of and empathy with the needs and aspirations of older people
- Strong understanding and experience of community development and its principles
- Good experience of working with partner organisations
- Experience of developing services
- Educated to a good standard preferably with a qualification in Health and Social Care
- Knowledge of Food Hygiene regulations
- Ability to conduct risk assessments
- Working knowledge of the logistics of transporting older people into a Community Support Club setting
- Experience of managing staff and volunteers
- Ability to manage workload and prioritise appropriately.
- Substantial experience of working in a care environment
- Commitment to working in the voluntary sector
- Be innovative with enthusiasm to take on new challenges.
- Be a dynamic self-starter
- Demonstrate a flair for organising
- A flexible approach to work
• Maintain confidentiality at all times
• Good understanding of data protection and GDPR principles
• Be I.T. literate
• Possess a full, clean driving licence, have access to a car for work or ability to travel