

Age UK Sunderland (AUKS)

Job Description

Post: **Lifestyle Co-ordinator**
Responsible to: **Service Improvement Manager**

Job Purpose

To be responsible for all aspects of the day-to-day co-ordination of AUKS Lifestyle service and supervision of AUKS's Lifestyle community workers.

Lifestyle is a self-funded service offered by AUKS to people of all ages. We believe that every person deserves to live their life to the full. People sometimes need help and assistance to remain independent and ensure a good quality of life – with choice and control. Our Lifestyle service can support people with providing light housework, shopping support and companionship.

Job Description

Conduct home visits and risk assessments on all new Service Users.

On a weekly basis organise and coordinate all Lifestyle timesheets to ensure compliance with AUKS policies

Co-ordinate staffing rotas effectively and support with the day to day operations

Ensure that risk assessments of all service users are kept up to date.

Effectively support and supervise all Lifestyle staff; identify training and supervision needs and performance related issues.

Provide induction training for staff.

Undertake regular monitoring and evaluation of the project and service user satisfaction.

Work with AUKS Finance team to ensure that financial systems and records are effectively managed and actively support with debtors

Ensure successful marketing and promotion of AUKS Lifestyle service

Ensure referral processes are quickly and effectively implemented and monitored

Good understanding of GDPR

Good understanding of Safeguarding

Be self-motivated and highly organised

Working with Microsoft Office packages, in particular excel

Effectively manage staff absence in relation to Lifestyle client's needs

Line manager LIFEstyle Administrator

Liaise appropriately with external agencies and represent AUKS positively.

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

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

Post: Lifestyle Co-ordinator
Responsible to: Service Improvement Manager

Essential Criteria

Educated to a good standard preferably with an NVQ3 in Health and Social Care / demonstrable experience of working as a senior supervisor in a care setting.

Experience of effectively coordinating and motivating staff.

Experience of coordinating staff rotas and processing of timesheets

Good knowledge of Sunderland localities

Sound understanding of the allocation of staff capacity to meet service needs

Understanding of and empathy with the needs and aspirations of older people

Excellent verbal and written communication skills

Ability to conduct risk assessments

Ability to respond effectively to unplanned/ emergency situations.

Have a working knowledge of all health and safety requirements regarding the provision of this service including lone working.

Ability to manage workload and prioritise appropriately.

Substantial experience of working in a care environment

Demonstrate excellent organisational skills and administration experience

A flexible approach to work

Maintain confidentiality at all times

Be I.T. literate

Possess a full, clean driving licence, have access to a car for work.

Awareness of Safeguarding and GDPR