Outreach Coordinator
JOB DESCRIPTION

Job Title: Outreach Coordinator
Salary: £29,500 per annum
Hours: 35 hrs per week normally worked Monday to Friday, 9:00am to 4:30pm, including a 30-minute unpaid lunch break.
Contract: Permanent - with a 6 month probationary period
Location: Based at our Day Centre, with travel across the London Borough of Wandsworth
Reports to: Director of Operations and Quality

Who should apply?
This is an exciting and rewarding opportunity for someone who wants to make a real difference to the lives of older people in Wandsworth. It would suit someone who:

- Brings creativity, imagination and fresh ideas, and enjoys the freedom to shape new approaches, activities and opportunities
- Enjoys building genuine, lasting relationships with clients, volunteers, facilitators and community partners
- Wants to join a hard-working, caring and supportive staff team, while thriving on independent outreach across the borough and the energy of facilitating group activities
- Wants to build a career in community engagement, the charity sector or service development
- Is looking for work where the impact is visible every day - helping older people stay connected, active and independent

Previous experience in public programme delivery or event coordination is desirable. More importantly, we are looking for someone with a proactive attitude and a commitment to learning. In return, we provide a thorough induction and full training to enable you to thrive in the position.

Context
Age UK Wandsworth is a local, independent charity working to promote the wellbeing of all older people in the London Borough of Wandsworth. Everything we do is shaped by one goal: helping older people to #AgeWellinWandsworth.

Our Community Engagement Programme reduces social isolation and improves health and wellbeing by increasing social and community participation. Through a varied programme of activities and events, we support older people to stay active, connected, independent and healthy, and to build skills and confidence for later life.

We value the stories, experience and contribution of older people. We co-produce our projects and partnerships with the people we serve, so that what we offer genuinely reflects their needs, interests and aspirations and we are looking for someone who shares that commitment.

This is a role with real reach: you will work across the borough, with and for the people at the heart of our community.

Purpose of Job

The Outreach Coordinator is responsible for the delivery of Age UK Wandsworth's Community Engagement Programme. Working closely with the Day Centre leadership team and the Director of Operations and Quality, you will drive an ambitious vision for supporting older people across Wandsworth.

The role has four main strands:

1. Designing and delivering a varied programme of activities, classes and events at our Day Centre and in community settings such as libraries, job centres, sheltered accommodation and other voluntary sector hubs.
2. Leading the OPAG Wandsworth (Older People's Advisory Group), so that the voices of a wide range of older residents in our target groups are heard and actively shape what we do.
3. Managing a grant-giving programme that funds smaller charities and community groups to run innovative projects supporting our target groups, with clear monitoring and reporting.
4. Recruiting, inspiring and supporting a core group of volunteers, and building partnerships that extend our reach across the borough.

We want to reach older residents across Wandsworth, including, but not limited to, people from ethnic minority communities; people living with dementia; people who are socially, digitally and/or financially isolated; LGBTQ+ people; and people living with, or at risk of, mental and physical ill health and disabilities.

A strong writer, you will prepare applications for small grant funding opportunities (typically between £500 and £25,000) that sustain and grow the service, and you will be comfortable presenting to and liaising with our commissioners at Wandsworth Council. Detail matters in this role: our monitoring and evaluation need to stand up to scrutiny, because they are how we demonstrate the difference we make.

Key Responsibilities:

1. Ensure a continued varied programme of activities and events that improve the health and wellbeing of older people in Wandsworth.
2. Be responsible for the delivery and day-to-day leadership and management of the various service projects and the volunteers who work within it.
3. Coordinate an Older People's Advisory Group (OPAG), ensuring older residents are actively engaged in providing feedback, informing service delivery, and shaping the future direction of the Community Engagement Service.
4. Recruit, develop and support volunteers, ensuring compliance with Age UK Wandsworth policies, procedures and training requirements.
5. Manage our grant-giving system (e.g. application process, scoring, offering, monitoring, reporting, etc) that allows smaller charities and community groups working with our target client groups to apply for grants from us to run activities that align with the service.
6. Build a working knowledge of local and national resources, including services and activities that are relevant to the various client groups and ensure clients are aware of the services that are appropriate for them.
7. Build and maintain relationships with community partners and stakeholders.
8. Proactively seek, and apply for, financially viable opportunities to expand the service offering in line with Age UK Wandsworth's vision.
9. Work within Age UK Wandsworth's policies and procedures, ensuring these are carried out in relation to the role.

Main Duties:

1. Plan, coordinate and facilitate the Community Engagement Programme, including the set-up, delivery and administration of activities and events.
2. Travel independently around the London Borough of Wandsworth to attend and deliver community events, meetings, and any other relevant opportunities.
3. Maintain effective recording and monitoring systems, ensuring all paperwork relating to clients and projects is kept up to date and available for monitoring and reporting purposes.
4. Recruit, interview, induct, train, support and supervise volunteers, matching them to appropriate projects and opportunities.
5. Create and implements a yearly calendar of themed events (e.g. Silver Sunday, Black History Month, Pride, to name but a few) for the charity and be responsible for celebrating key events with our clients, staff and volunteers, particularly liaising with the Leadership Team at the Day Centre and running similar outreach events at other community locations.
6. Record, collate and evaluate monitoring data in order to continually improve the service and to ensure all demographics and differing client needs are considered.
7. Prepare comprehensive reports as required for internal and external purposes, which will include persuasive case studies.
8. Implement client feedback systems for the project. Review and monitor projects with the aim of improving the quality, flexibility, responsiveness and effectiveness of the Service.
9. Advertise and share events and successes, e.g. on social media, regular website blogs, impact reports, etc.
10. Undertake clerical or administrative duties and responsibilities as appropriate to the role or as requested by the funders and the Age UK Wandsworth Executive Team.
11. Attend staff meetings and undergo regular supervision and training.
12. Undertake any other duties to grow the service and as may be deemed necessary by the Age UK Wandsworth Executive Team.

This job description will be reviewed on a regular basis and may be subject to change, particularly as the needs of the service and clients change.

PERSON SPECIFICATION

Knowledge, Experience, Skills & Abilities

Essential

1. A commitment to equal opportunities and safeguarding, and to putting both into practice.
2. The ability to handle sensitive personal information confidentially, maintain professional boundaries and recognise when concerns should be referred to a manager or safeguarding lead.
3. Confidence working independently in community settings: recognising risks, following agreed safety procedures and escalating concerns when needed.
4. The ability to identify barriers to participation and adapt activities and communication for different cultural, language, disability and digital access needs.
5. A natural ability to start conversations and build trust with older people who may be isolated or facing barriers to community life.
6. The ability to facilitate welcoming, engaging group activities and discussions, encouraging participation and responding constructively to different needs and group dynamics.
7. Strong organisational skills: planning, coordinating and prioritising a varied workload, managing activity timetables, meeting deadlines, adapting to changing demands and using your own initiative.
8. Excellent written and verbal communication, with the confidence to draft funding applications, letters, case studies and monitoring reports.
9. A collaborative approach, working across teams and supporting colleagues through challenging situations.
10. The ability to engage with a range of people and sectors, including other professionals.
11. The ability to keep accurate records, interpret participation data and client feedback, and use what you learn to improve activities and demonstrate outcomes.
12. Knowledge and experience of budget management.
13. Strong IT skills, including Windows and Excel.
14. A genuine passion for creativity, innovation and delivering enjoyable events and activities.
15. A friendly, open personality with the ability to communicate with a wide range of people.
16. A confident “can-do, roll up your sleeves” approach - exactly the mindset a growing service needs.

Desirable

1. Experience of co-producing activities or services with participants, or supporting an advisory group or community forum to influence decisions.
2. Experience of recruiting, training, motivating and developing volunteers or junior staff.
3. Experience of administering a small-grants programme - assessing applications against agreed criteria, monitoring funded activity and reviewing reports.
4. Experience of successfully developing a project or service.
5. Experience of building community partnerships that lead to joint activities, referrals or shared use of venues and resources.
6. A broad understanding of the issues affecting older people - loneliness, financial hardship and digital isolation - particularly in a borough such as Wandsworth.
7. Experience of creating accessible promotional content for social media, websites or newsletters, and of using participants’ stories sensitively and with consent to communicate impact.
8. Experience of working with databases and/or client management systems.