

Age Well Together Coordinator JOB DESCRIPTION

Job Title: Age Well Together Coordinator
Hours: 35 hours per week (Mon-Fri)
Contract: Permanent
Location: Wandsworth - to lead your team on site (this is not a remote role)
Salary: £35,000 per annum
Reports to: Director of Operations and Quality

Context:

We are looking for an experienced and inspiring leader to join our Age Well Together Service and lead our wonderful team.

Age UK Wandsworth has been supporting older residents across Wandsworth for over 60 years. We are an independent, well-established and trusted charity that serves approximately 15,000 residents a year in Wandsworth. Our goal is to help residents age well in Wandsworth and to build confidence and resilience in order to stay living healthily and independently for as long as possible.

Our Age Well Together Service will help us to fulfil our goal to enable older people across Wandsworth to live independently in their homes for as long as they wish, or are able to. The Age Well Together service offers a range of assistance to support clients at home and in their local community to prevent decline; maintain independence; reduce social isolation; and promote health and wellbeing.

Purpose of the role:

To lead and manage a team (staff and volunteers) to deliver an outstanding range of services to older Wandsworth residents both at home and in the community.

SPECIFIC RESPONSIBILITIES

Leadership:

1. Lead and manage an effective team of staff and volunteers. This will include their line management, training schedules, adherence to Age UK Wandsworth policies and to ensure that their work meets the standards required to maintain our professional accreditations.
2. Act as first point of contact and hold responsibility for the triage of all new clients to the Age Well Together service, ensuring that all required information is obtained and recorded onto internal database systems in a timely manner as part of the referral process and that all referrers are responded to within timeframes as stipulated by the funding contract.
3. Lead on all aspects relating to the advertising of volunteer roles and the recruitment of all volunteers for the charity.
4. Ensure onboarding and induction of all volunteers for the charity including implementing procedure to ensure compliance, completion of DBS checks, training schedules signing of relevant organizational policies and the recording thereof.
5. Oversee all recording and reporting for the service internally and to funders to meet KPIs in a timely fashion. Ensure that the staff team and volunteers fully obtain and record appropriate consents for all clients and record any conflicts of interest for staff, clients and volunteers.

6. Provide cover for any annual leave or sickness absence of team members ensuring continuity of service.
7. Contribute to the cohesion of the staff as a team through facilitating weekly team meetings, attending Senior Leadership Team meetings, whole staff meetings and other events as required.
8. As a senior staff member, represent the Chief Executive Officer and the charity at events/meetings and promote the service and the charity.

Other Duties:

1. Act as a Deputy Safeguarding Lead within the wider staff team.
2. Create and maintain risk assessments for the provision of all activities and events for the service.
3. Create and collate regular feedback evaluation reports from clients of the service and also other stakeholders including referrers to the service.
4. Develop and facilitate, where required, in person training opportunities for volunteers.
5. Comply with all of Age UK Wandsworth's policies and procedures in standards of good practice; including equal opportunities, confidentiality, data protection and health and safety.
6. Attend training courses as appropriate and as requested by the Chief Executive Officer and Director of Operations and Quality.
7. Be responsible for marketing the service including written contributions, as needed, to Age UK Wandsworth's publications, such as the annual impact report, newsletters, social media posts and reports to the Board of Age UK Wandsworth, including relevant data and case studies.
8. Plan and facilitate events relating to the service and its volunteer team including marketing, recruitment and thanksgiving events.
9. Manage own administration in connection with the post, including word processing and data handling and correspondence. Where necessary, delegate administration tasks to volunteers, giving them the necessary support.
10. Actively participate in regular support and supervision sessions and appraisals with the Director of Operations and Quality.
11. Identify potential sources of funding to grow the service and provide input to funding applications with the Chief Executive Officer and Director of Operations and Quality.
12. Carry out any other duties as may be required by the Chief Executive Officer and Director of Operations and Quality that are consistent with the duties and responsibilities of the post.

Please note:

- This role is subject to an enhanced DBS check.
- Travel to meetings within the borough and around London will be necessary.
- The job description will be reviewed regularly and may be subject to change to meet the needs of the charity.

PERSON SPECIFICATION

Essential Experience:

1. Experience of leading, managing and inspiring a team is essential to this role.
2. Recent, up to date experience of working within the voluntary and community sector.
3. Experience of recruiting, working with or managing volunteers.
4. Experience of using online CRM/CMS databases.
5. Experience in the preparation of high-quality, accurate reports.

Desirable Experience:

1. Experience of volunteer management applications.
2. Experience of working with older and/or vulnerable people and unpaid carers.
3. Experience of home visiting.
4. Experience of creating and compiling risk assessments.

Knowledge:

1. Good to excellent knowledge of Microsoft Office applications and databases.
2. Ability to travel independently on public transport to different locations around the borough, as necessary.
3. A commitment to the mission of Age UK Wandsworth, including an understanding of, and commitment to, the application of anti-discriminatory practice, equal opportunity principles and confidentiality.
4. Extensive and up-to-date knowledge on housing, care, mental capacity, mental health, disability rights and key issues affecting older people and their carers.

Skills:

1. Excellent written and oral communication skills and ability to communicate simply and effectively with people from a wide range of backgrounds and to respond to their needs (especially when they are distressed) with sensitivity.
2. Excellent numeracy skills.
3. Ability to organise and manage own workload to meet deadlines and priorities and to work accurately and calmly under pressure whilst acting as a role model to other staff.
4. Ability to work flexibly, independently, and as part of a team in a very busy environment.
5. Enthusiastic and positive disposition with a strong commitment to professional development.
6. Ability to write clear, concise, and comprehensive case notes and letters and reports.