

## **Job Description**

**Responsible to:** Arun & Chichester Older Persons Project Lead  
**Responsible for:** Head of Localities (West)  
**Place of work:** Community Agent, Coordinators, Volunteers  
Laburnum Centre, Bognor Regis

### **Main purpose of job:**

The purpose of this role is to maintain, develop and support great local services for older people in this locality, using local knowledge, insight and experience.

### **Main Duties:**

1. To understand the local community for older people.
2. To work with other local organisations who provide support for older people.
3. To network, build relationships and partnerships locally to support older people.
4. To develop the local community to support the needs and wants of local older people.
5. To oversee, guide and develop activities and services that meet the needs, wants and gaps within the local area.
6. To manage service delivery to ensure that activities and performance is maximised, including collecting, recording quality local data and demonstrating impact, outcomes and outputs.
7. To set up referral pathways predominantly to the Community Agents and formal partners.
8. To understand the wider AUKWSBH offer and include in all external conversations to promote and increase use.
9. To give talks, presentations and attend meetings and events to promote AUKWSBH services.
10. To work with senior managers to share insight, intelligence and opportunities that support older people locally.
11. To support the writing of reports needed for contracts and funding agreements.
12. To fundraise or generate additional income for the area at every opportunity, working closely with the fundraising team.

### **People management**

13. To manage, supervise and motivate staff including Community Agents, Coordinators and volunteers - establishing a culture of open communication, support and teamwork.
14. Carry out recruitment with the people team as and when required.
15. Ensure staff training is updated and skills are developed as needed or as required by law and in line with the organisation's business needs and policies.
16. Ensure that policies and procedures, especially Health and Safety, administering first aid/calling the emergency services, evacuation and first aid are understood and observed by staff and volunteers.

### **Older people at the heart of delivery**

17. To lead or help guide an Older Person's Forum for the locality and share the learning from the intelligence and insight gathered from this meeting in order to influence, fundraise and set up new services for older people.
18. To lead or help guide the Arun Older Person's Professional Network (for those working with older people) for the locality and learn from the intelligence and insight gathered from this meeting in order to influence, fundraise and set up new services for older people.
19. To lead internal 'Locality meetings' for the area in order to share knowledge, expertise, insights and trends relevant to this local area with AUKWSBH colleagues.

### **Activities, services and projects**

20. To maintain and attract new participants to existing activities and services.
21. Develop an appropriate activity or service programme based on the needs and wants of the locality.
22. Review and report regularly on this activity to monitor attendance, quality, feedback and targets.
23. To manage the local Facebook group for the locality, and actively promote appropriate services and information from AUKWSBH and partners to local older people, their families and carers.

### **Financial administration**

24. Maintain accurate records of attendances and hirers for billing purposes.
25. Assist in reducing use of petty cash (and manage) finances in line with organisational financial procedures.
26. To maintain and monitor the financial budgets for the locality alongside the finance team.

### **Governance**

- To adhere to all health and safety, and legal requirements in line with AUKWSBH policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
- To ensure effective compliance and leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.
- To ensure data and admin processes are adhered to in line with AUKWSBH policies and legislation of the General Data Protection Act 2018 (GDPR).
- To regularly and accurately update Charity Log and provide statistical and monitoring information as required.
- To attend relevant and mandatory training as required.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
- To help deliver the objectives as set out in the organisational strategic plan.
- Be the organisational out of office emergency contact for on call staff as part of a rota.
- To undertake any other duties appropriate within the role as may reasonably required by AUKWSBH.

### **Equal opportunities**

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

### **Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification		
	Essential	Desirable
An understanding of and interest in older people, their situations and the opportunities they may want and/or need.	✓	
Proven community development skills.	✓	
Proven ability to network well, to work in sound partnership and build excellent relationships both internally and externally.	✓	
Experience, in the third sector, of project or programme management which will include excellent organisational and financial management- and the ability to collate and understand good data.	✓	
Experience of managing people and excellent communication, leadership and management skills including: - ability to manage and motivate people towards achieving defined outcomes - engaging and effective in driving progress - ability to effectively undertake presentations, facilitation and training.	✓	
A can-do, positive and professional attitude that can flex and adapt to change and challenges with the skills to manage conflict effectively.	✓	
A commitment to embracing equality, diversity and inclusion across all aspects of this role.	✓	✓
An excellent understanding of safeguarding and ability to follow policies and procedures in this and other areas, as set by AUKWSBH law.	✓	
Good IT and computer skills including good working knowledge of email, Excel and Microsoft Office and Teams.	✓	
Ability to design and produce creative and effective marketing to help promote services or the centre. To support the membership ambitions of the organisation.	✓	
A basic understanding of all aspects of sustainability so as to deliver effective and focused services that also minimise environmental impact.	✓	
Experience of working or volunteering with older people.		✓
Proven ability of building management and knowledge of relevant health and safety regulations in relation to this.		✓
Full driving licence and use of a car.		✓