**Job Description Crawley Service Co-Ordinator**

**Responsible to:** Head of Dementia & Extra Care

**Hours:** 10 Hours per week

**Location:** Crawley

**Main purpose of job:**

To lead on delivering our Crawley Thursday service, creating a safe and enjoyable space for our members / carers enabling those using our services to engage in meaningful activities and to support carers in their role providing signposting where needed keeping up to date with local support services, administration duties to include recording of accurate data to support reporting required for commissioned services.

**Main duties:**

1. To lead on sessions ensuring Health and safety principles are implemented and always maintained
2. To actively engage with members and encourage participation in activities; listen to and record members’ feedback.
3. To support informal carers in their role to maintain their wellbeing as well as enabling smooth pathways to other local services for support.
4. To assist the development the activity programme within the services in line with usage and trends.
5. To monitor the quality of activities, accurately record statistics and report to Head of Dementia & Extra Care.
6. To ensure appropriate cover is arranged for services as required during staff absences.
7. To act as activity lead for some activities as well as enabling support staff to also lead on activities
8. To supervise team members and volunteers ensuring appropriate regular formal supervisions are conducted with your staff team.
9. To assist the Head of Dementia & Extra Care to develop membership for the service to achieve income target.
10. To assist the Head of Dementia & Extra Care to organise fundraising for the service to achieve targeted income and actively take part in events.
11. To assist the Head of Dementia & Extra Care to promote the service in an effective and creative way in the local communities.
12. To work in partnership with other voluntary sector and older people’s organisations where appropriate; attend meetings, network, share ideas and resources to develop centre services.
13. To act as a First Aider and Fire Marshall and be a key holder and on alarm call- out list.
14. To assist the Head of Dementia & Extra Care with the management of Health and Safety for the service.
15. To comply with processes and policies of the service in line with Age UK West Sussex, Brighton and Hove management systems.
16. To attend training and meetings as arranged with the Dementia Services Manager.
17. To work extra hours to cover for the Head of Dementia & Extra Care and other team members during periods of absence.
18. Undertake any other duties appropriate within the role as may be reasonably required by the Head of Dementia & Extra Care.

**Key contacts and relationships**

* + AUKWSBH Information and Advice Service
  + All departments which fall under AUKWSBH Health Team
  + Localities Development Managers
  + Help at Home services
  + Partners within the Carers Short breaks contract

**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 – Service Co-Ordinator**

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| **Essential** | **Desirable** |
| An understanding of, and interest in older  people, their situations and the opportunities they may want and/or need |  |
| Excellent communication and leadership skills:   * ability to manage and motivate people towards achieving defined outcomes * engaging and effective in driving progress |  |
| Experience of working with people who have a diagnosis of Dementia |  |
|  | Experience of providing personal care support to adults including support with eating & drinking and Medication  administration. |
|  | Experience of project / programme leadership in the charity sector |
| Good computer skills including using main Microsoft packages as well as experience  with project frameworks and systems |  |
| Understands the adult social care environment and how we can best add value |  |
|  | Experience of leading a team |
|  | Understanding the local political environment and the integration with health |
|  | Sound understanding of the subtypes of Dementia and common associated  symptoms |
| Ability to relate well to people from a wide range of backgrounds |  |
|  | Partnership working with voluntary and charitable sector organisations |
| Ability to travel on occasion to different locations including other AUKWSBH  sites |  |
| Understanding of and adherence to  organisational Code of Conduct, supporting positive change across the charity |  |

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| Willing to work flexibly to meet the needs of the service including working extra hours to cover the manager and team members  during absence |  |