

AGE UK BOLTON

JOB DESCRIPTION SERVICE CO-ORDINATOR - VOLUNTEERS IN CARE HOMES COMMUNITY SERVICES TEAM

RESPONSIBLE TO: OPERATIONS DIRECTOR

RESPONSIBLE FOR: TEAM OF VOLUNTEERS AND FROM TIME TO TIME OTHER STAFF AS DIRECTED BY THE CHIEF EXECUTIVE

**SALARY: £20,777 P.A. f.t.e
(Fixed term contract until 1 October 2019)**

**HOURS: 18 HOURS PER WEEK ON FLEXIBLE BASIS
INCLUDING OCCASIONAL EVENINGS &
WEEKEND WORK**

OVERALL JOB PURPOSE

To set up, develop and co-ordinate a range of high quality, stimulating activities for people living in a number of participating care homes in Bolton. The role will involve working alongside care home staff and volunteers to provide meaningful activities within a residential setting. The role will also involve recruiting, developing, managing and supporting a team of volunteers to deliver these activities and to act as companionships within the homes where possible or to take residents out on short excursions.

KEY RESPONSIBILITIES

1. To set up, develop and support a brand new service delivering stimulating activities to older people, many of whom are living with dementia who reside in Bolton care homes.
2. To work with older people, care home staff, Age UK colleagues, partners and volunteers to develop, deliver and promote a wide range of high quality, complimentary services that support independence and tackle loneliness and isolation increasing their health and wellbeing and to improve social isolation.
3. To work with older people, Age UK colleagues, partners and volunteers to better understand the needs of older people, including those who are often

hard to reach or who struggle to be heard, in order to identify gaps in existing provision and to inform learning and service development.

4. Promoting good practice within care homes offering support and information to support care homes to provide a high quality environment and high quality care and support.
5. To proactively market and promote the new volunteers in care homes pilot and the wider range of community services offered by Age UK Bolton and its partners where appropriate.
6. Ensure compliance with Quality standards, Health & Safety, Equalities, Data Protection and other organisational policies and procedures as appropriate.
7. To induct, supervise, develop and support a team of volunteers (and from time to time any Age UK Bolton staff as directed by the Chief Executive) in order to deliver an effective programme of stimulating activities in participating care homes.
8. To work closely with the Chief Executive, Operations Director and Community & Enhanced Care Service Manager to identify and provide opportunities for volunteering and to pro-actively promote the roles to potential new volunteers.
9. Use Charitylog the charity's database and CRM system to capture and hold data needed for the above monitoring and evaluation procedures.
10. To develop and sustain effective relationships with customers, volunteers, Age UK colleagues, partners and the wider community in order to promote the safety, independence, health, well-being and personal development of older people in Bolton.
11. To provide regular reports and information to the Operations Director in order to meet the reporting needs of all funders and commissioners in a timely manner.
12. Other duties as directed by the Operations Director and the Chief Executive which are consistent and commensurate with the responsibilities of the post and the needs and development of the programme of community services and activities.

HOURS OF WORK

18 per week to be worked on a flexible basis including occasional evening and weekend work.

**PERSON SPECIFICATION
SERVICE CO-ORDINATOR - VOLUNTEERS IN CARE HOMES**

ESSENTIAL CRITERIA

ASSESSMENT METHOD

KNOWLEDGE & SKILLS

Excellent verbal and written communication skills	Application/Interview
Effective organisation and prioritisation skills	Application/Interview
Strong relationship building and management skills	Application/Interview
A sound knowledge of issues faced by people living with dementia, their families and carers	Application/ Interview
Understanding of and empathy with the issues affecting older people generally	Application/Interview
Understanding of the importance of mental, social and physical activity later in life	Application/Interview
People, resource and time- management skills	Application/Interview
Demonstrable commitment to Equalities	Application/Interview
ICT literate - including Microsoft Office suite of programmes	Application

EXPERIENCE & QUALIFICATIONS

Good standard of education	Application
Experience of managing/supervising and developing staff and/or volunteers	Application/Interview
Service and/or activities co-ordination or delivery	Application/Interview

WORK RELATED CIRCUMSTANCES

Willingness and ability to work flexibly including occasional evenings and weekends

Application/Interview

A proactive approach to the personal development of oneself and others

Application/Interview

Ability to drive with access to a vehicle for business use

Application/Interview

DESIRABLE CRITERIA

Experience of working with people dementia either in a paid or voluntary capacity

Application/ Interview

Experience of working with older people either in a paid or voluntary capacity

Application/Interview

Experience of working in Health & Social care or delivering physical activity programmes

Application/Interview

Experience of service development

Application/Interview

ASSESSMENT METHOD