

Job pack

Steps Programme Coordinator



This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other wellbeing support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of 3ST <https://www.3stnwl.org.uk/> and H4All <https://www.h4all.org.uk/>. We are a board member of Harrow Together and we lead the Older People's Network in Brent. Partnership work is a core component of our strategy and many of our services are delivered in partnership with other local charities.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting hr@ageukhbb.org.uk

What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

Closing date for applications: Friday 3rd January 2025

The Role: Steps Programme Coordinator

Salary: £25,540 FTE (approx. £12,740 pro rata)

Hours: Part time – 17.5 hours per week

Responsible to: Community Services Manager

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: Townfield Community Centre, Townfield Road, Hayes, UB3 2EL with travel to Age UK workplaces within Hillingdon, Harrow and Brent and across North West London as required. Flexible and home working options are available to all staff subject to negotiation and service need on successful completion of induction

We offer a hybrid and flexible working policy on successful completion of induction

Role Purpose

Main purpose of the job:

To coordinate a walking 'steps' programme for people 65+ who need help to re-mobilise to the level of independence they had after being discharged from hospital.

To work with and support a team of Volunteers to ensure the delivery of the service.

Main duties and responsibilities (role profile)

Service Development and Provision

- To work with the Community Service Manager (CSM) to deliver the 6-week step programme
- Manage and action all referral contacts to the service and to make initial telephone contact with clients ensuring consent and suitability to be part of the service
- To conduct a Home Visit to every client to complete the Steps Programme assessment form and Risk Assessment
- To set realistic achievable goals and targets with the clients with regular reviews
- To recruit, coordinate, train and support the volunteers working on the programme and be the point of contact
- Have weekly progress meetings with the CSM identifying any Safeguarding issues and gaps in the service

- Ensure that the Step Programme is inclusive to all communities and be instrumental in highlighting any trends
- Ensure all the Step Programme meets and integrates with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
- To ensure regular client feedback mechanisms are in place to measure the service provision

Staff and Volunteer Management and Support

- To support, train and develop Volunteers to fulfil their role requirements
- To establish regular team meeting with the Step Programme volunteers
- Ensure that the volunteers are an integrated as part of the wider team
- Provide support to colleagues within the Community team, as required
- Establish a good working relationship with the wider organisation

Financial and Administration Management

- Ensure all client contacts are recorded accurately on Client Management System
- Ensure that all volunteer expenses are accurately recorded and submitted
- Produce information and reports on performance of the Service as required by the CSM

Collaborative Working

- Ensure compliance with the internal Quality Assurance standards and Age UK national standards and guidelines
- Ensure that effective and regular client feedback and engagement are in place. That suggestions, comments and complaints are recorded, communicated and acted upon
- Identify and record outcomes to measure the impact of the service

General

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required

- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent

Person Specification

Education & Training

Essential Criteria	Desirable Criteria
Good level of general education, literacy and numeracy to GCSE or equivalent standard	Experience in coordinating a service

Experience

Essential Criteria	Desirable Criteria
Recent experience of working with older people	Working with older people in their own homes
Experience of providing support in the community and working with other services	
Experience of working with and supporting volunteers	

Knowledge and Skills

Essential Criteria	Desirable Criteria
Understand the needs of and issues facing older people	Ability to source information resources relevant to older people
Demonstrate the ability to successfully support a service or project	
Strong communication and interpersonal skills	
Working knowledge of Microsoft Office, Internet, Word and Excel	
Organisational skills, ability to prioritise and meet deadlines	

Personal Attributes

Essential Criteria	Desirable Criteria
The ability to travel and navigate independently and efficiently by public transport	Full driving license and access to a car
Demonstrate a professional, calm and pleasant personality	
Willingness to work flexibly according to the needs of the service	
Ability to work with people from different backgrounds in an impartial and courteous manner	
Person centred approach	