

Candidate Information



Day Services Supervisor

Part-time (30 hours per week)

Permanent

Closing Date: 8am on Tuesday 26th November 2024 at 8 am

Pack Overview

Thank you for your interest in our vacancy for a Day Services Supervisor. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

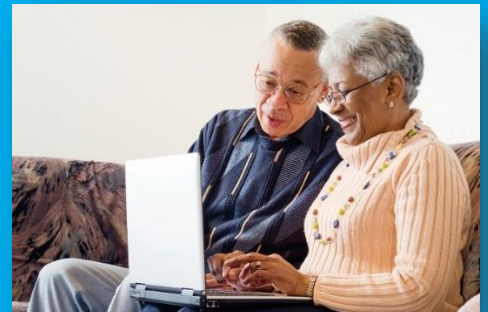
If you have any questions about any aspect of the organisation or the role, please don't hesitate to get in touch.

About Age UK South Gloucestershire

Age UK South Gloucestershire is a local charity with an elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for over 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to more than 5,000 enquiries per year with our range of services, which include: Activity Day Centres, Befriending, Community Services, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Technology Support and Volunteering opportunities.



Our history

1997 Age Concern South Gloucestershire was formed.

2005 Age Concern South Gloucestershire changes its legal structure to become a charitable company.

2009 Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

2010 ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

Age UK South Gloucestershire is celebrating our

Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, polices and legal compliance.



Working for Us

Age UK South Gloucestershire employs a team of over 30 paid staff, and over 170 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A cycle to work scheme.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.
- A convenient location for access to local parking.



Vacancy Details

Day Services Supervisor

£13.93 per hour £27,172 pa pro rata
30 hours a week
(Permanent)

We are looking to appoint an enthusiastic, positive and flexible Day Centre Supervisor at our Activity Day Centres across South Gloucestershire.

You will be required to lead a team of support staff who work with our members, some of whom are living with dementia.

You will ensure that high quality support is provided. Reporting to the Head of Services, you will make sure that activities are value for money and meet the needs of all the members, in conjunction with the Activities Coordinator. You will ensure that the health, safety and wellbeing of members is maintained in all our Day Centres currently located at Grace Court in Downend, Turnberries in Thornbury and at Warmley Community Centre.

It is essential that you have excellent verbal and written communication skills, along with a high level of organisation, and a passion for working positively with older people. If you are committed to improving the lives of older people, we would like to hear from you.

Age UK South Gloucestershire is committed to equalities, diversity and inclusion, and encourages applications from all sectors of the community.

If this role sounds perfect for you, download an application from our website. Please return completed application forms to hr@ageuksouthglos.org.uk.



Closing date:

8am, Tuesday 26th November 2024

Interviews:

Will be held within 2 weeks of closing date



Job Description

Job Title	Day Services Supervisor
Salary	£13.93 per hour. Annual rate £27,171.92 pro rata
Hours of work	30 hours per week
Working pattern	7.5 hours each day, Monday to Thursday Must have the flexibility to provide cover on other days.
Place of work	Day Centre venues across South Gloucestershire.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays pro rata
Status	Permanent

Job Purpose	
<p>To ensure a high quality of health and safety, administration and supervisory support to staff and volunteers.</p> <p>To organise activities that are tailored to the needs of individuals that attend the centres</p> <p>To run a comprehensive service across all the Day Centres</p>	
Responsible to	
Age UK South Gloucestershire Services Manager	
Contacts	
<p>The post holder will work closely with key staff, including the Head of Services, Activity Coordinator, Day Service Assistants, administration, and office staff. In addition to South Gloucestershire Council, service users themselves and their families and carers.</p>	

Key Responsibilities - Day Service Supervisor

General

- To provide leadership and support to staff within the Day Centre
- To provide day-to-day management of the Day centres
- Manage staff sickness and absence following human resources procedures and undertake annual staff performance reviews
- Communicate with staff, volunteers, services users and their carers/family members to ensure that there is continuity of service and changes are reported, recorded and communicated as appropriate.
- Proactively ensure the health, safety and wellbeing of service users, staff, and volunteers are maintained and advise the Head of Services about issues or problems as they arise and make suggestions for improvements as appropriate.
- Ensure appropriate mechanisms are in place to enable the service users to influence the development of their service provision.
- Work with South Gloucestershire Council Community services and other external partners to ensure effective and efficient service delivery.
- To maintain a flexible and cooperative approach to service users, their carers, family, Health Service and Social Service workers.
- To take the lead in the event of an emergency and act in accordance with Age UK South Gloucestershire procedures.
- Take steps to ensure that clients remain as active as possible in later life.
- Maintain a person-centred approach to service delivery
- Ensure data is accurately entered onto our database software (Charitylog) or other software as agreed in a timely manner.
- Identify opportunities for volunteers to work alongside AGE UK South Gloucestershire staff to deliver high quality day services
- In collaboration with the activity Coordinator, ensure that there is a good mix of activities available that benefit people who may be affected by dementia as well as for those who do not

Activity Day Centres

- Liaise with the venue management contacts, to ensure that the centres run in line with the service level agreements.
- Support the integration of service users with Alzheimer's / Dementia to enable them to participate in all main activities.

- Arrange the provision of meals and refreshments and ensuring any dietary requirements are recorded and met.

Key Responsibilities - Day Service Supervisor

Activity Day Centres

- Complete, review and update care plans in line with agreed procedures.

Key Responsibilities – Service Support

- Act as a main point of contact and information for day to day operational enquiries regarding Day Services and signposting to the most appropriate services internally and externally as necessary.
- Identify and maintain referral pathways with external organisations.
- Build and maintain positive relationships with partner organisations.
- Undertake agreed procedures when service users start and leave Day services.
- Assist with the collation and production of monthly reports.
- Ensure that contracts and agreement obligations with the Local Authority are fulfilled.
- Share responsibility for representing, promoting and marketing Day Services at events and via different media
- Representing AUKSG externally through presentations to groups and attendance at meetings and events as required to promote our services.

General Responsibilities

- Ensure that all administration protocols and procedures are efficiently undertaken.
- Attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Requirements of the Post

The nature of this post will require:

- Flexible working. The candidate will have a core schedule but may be required to work some evenings or weekends to attend events
- Regular travel; therefore, a requirement will be access to and the use of a reliable vehicle with Business Insurance. Car mileage will be paid at the prevailing HMRC approved rate (currently 45p per mile.)
- Lone working; therefore, the advice and guidance of Age UK South Gloucestershire must be followed.
- An ability to physically access individuals' homes in a variety of locations and conditions.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory enhanced Disclosure and Barring Service check, which will disclose all cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Experience of managing a team of staff and volunteers.
- Experience of working with older people, specifically those living with dementia.
- Knowledge of the issues older people face.
- An excellent level of administrative and personal organisational skills.
- A good level of IT skills, including using Microsoft Office packages such as Word, Excel, PowerPoint and Outlook.
- Strong verbal and written communication skills.
- The ability to build and sustain good working relationships with a wide range of people.
- A flexible approach to work commitments, duties and schedule.
- A willingness and ability to develop new ways of working where required.
- The ability to manage conflicting demands and to prioritise workloads for self and team.
- An ability to use initiative and work independently, taking responsibility for problems that arise.
- Knowledge, understanding and commitment to the principles of safeguarding adults at risk.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.

Desirable Criteria

- Experience of relevant work in the health and social care sector at a Supervisory level.
- Experience of working with older people affected by dementia.
- A relevant health and social care related qualification.
- A relevant Team Leading or Management related qualification.

How to Apply

If you are interested in becoming our new Day Services Supervisor, please download an application form from our website: www.ageuksouthglos.org.uk

Completed application forms should be submitted via email or post FAO Tracy Marshall, Office Supervisor at:

hr@ageuksouthglos.org.uk

or

Age UK South Gloucestershire,
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

Interviews will take place in person at our Thornbury Office

Closing date:

8 am, Tuesday 26th November 2024

Interviews:

Within 2 weeks of the closing date

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Tracy Marshall, Office Supervisor (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.

