

Day Centre Service Coordinator

JOB DESCRIPTION

Salary:	£38,000-£42,000 per annum, dependent on experience/qualifications
Hours:	35 hours per week, Monday-Friday
Location:	Wandsworth (this is not a remote role)
Contract:	Permanent
Responsible to:	Director of Operations and Quality (DOQ) and Chief Executive Officer (CEO)

Context: Commissioned by Wandsworth Council, Age UK Wandsworth manages the Gwynneth Morgan Day Centre, delivering flexible support to older people, adults with disabilities, and adults with dementia. The role of the Day Centre is to focus on the provision of practical and engaging person-centred support in the Day Centre to develop and maintain independence; clients will come to the Day Centre to participate in stimulating activities of their choice. Referrals into the Day Centre Service come directly from Wandsworth Council's frontline social care teams. Clients usually visit the Day Centre Service for a full day, depending on their care and support plans, and we organise their transport in our minibuses to and from their homes. This new, purpose-built centre features a well-equipped accessible gym, training kitchen, IT suite, garden, and we also have a professional kitchen so we can deliver freshly-made meals to clients each day to meet all their specific dietary needs.

Separately from the Council's Day Centre contract, the building also plays host to a variety of activities and events organised by our Community Engagement Service that contribute towards tackling loneliness and social isolation for older residents in the community, whilst simultaneously enhancing the daily provision for our Day Centre Service clients. These activities and events include digital drop-ins, coffee mornings, exercise classes, a monthly foot clinic, an LGBTQ+ coffee morning, an Asian women's group, a walking group, and a gardening group, to name a few. There is usually an extra activity going on each day in the Day Centre and there is potential to offer more.

The Day Centre Service Coordinator, who will be a member of the charity's Senior Leadership Team (SLT), will manage a team of experienced and highly trained staff to continue to implement all of the above services. This is the only Day Centre of its kind in England with an integrated service for dementia and disabilities, and this is a unique opportunity to work closely with a supportive DOQ and an innovative CEO to lead "a day centre with a difference".

Main duties and responsibilities

1. Be responsible for the overall delivery and day to day leadership and management of the Day Centre Service and the Community Engagement Service, the staff, the clients and all activities and events.
2. Liaise with the designated Wandsworth Council social care staff and manage referrals from Wandsworth Council. Carry out assessments and create a care and support plan in consultation with the client, their carer and our staff, and signpost and refer to other appropriate services in the charity and the borough as required.
3. Line manage and strategically deploy a team of staff. Recruit and interview new staff, as required, and then facilitate induction and ongoing training plans to respond to the developing needs within the Service and the individual training needs of the staff. Ensure the team comply with the charity's policies and procedures and deliver a high-quality service as representatives of Age UK Wandsworth.

4. Log daily and weekly places in the Day Care Service to meet funding KPIs. Log, respond to and manage any compliments and complaints about the Service. Keep client profiles and record the hours attended and types of activities provided for each client. Monitor and analyse this element of the Service for reporting to the CEO and funder.
5. Organise transport for clients to and from the Day Centre. Ensure that all aspects of the transport service are monitored and run efficiently, with due regard to contract KPIs, safety and relevant legislation, policies, standards and guidance.
6. Liaise and share necessary records, e.g. lunch income, food bills, foot clinic income, etc, with the Finance team to ensure accurate budgeting.
7. Work with the Chef to ensure that there is a balanced, healthy and varied lunch menu that reflects the needs and wishes of the clients, whilst meeting budgetary requirements and minimising food wastage. Ensure that the catering team operates the highest standards of food hygiene and maintains our unbroken record for 5* awards with due regard to health and safety and relevant legislation, policies, standards and guidance.
8. Oversee and audit safe storage and administration of client medication, as required.
9. Ensure infection control and pandemic procedures are followed in line with charity, local and national guidelines. Comply with all other organisational health and safety legislation, policies, standards and guidance.
10. Build a working knowledge of local and national resources, including services and activities that are relevant to the client group, and ensure clients and their carers are aware of the services that are appropriate for them.
11. Act as an intermediary between the clients, carers and social care staff, where appropriate, to ensure effective processes.
12. Ensure that all activities and events that are organised for either Day Centre clients or residents from the community are enjoyable and safe and adhere to all the charity's policies and procedures.
13. Work with Wandsworth Council and any relevant NHS/CCG staff to provide support for Independent Living (reablement) as required. This will include clients achieving goals in areas such as wellbeing, mobility, living well, self-care, social inclusion, online food shopping, etc.

Monitoring and evaluation

14. Develop and maintain effective recording and monitoring systems, ensuring all paperwork relating to the client and their carer is up to date and available for monitoring and reporting purposes.
15. Collate monitoring data and ensure staff provide regular updates on activities and events that are logged on our database.

16. Prepare reports as required for internal and external purposes, e.g. quarterly commissioning reports, reports to trustees, annual contribution to the charity's impact report, etc.
17. Develop and maintain client and carer feedback systems that are used to ensure the Service continues to improve in response to the needs of the service users. Consistently review and monitor the Service with the aim of improving quality, flexibility, responsiveness, and effectiveness. Carry out an annual evaluation with clients and carers and write up the findings and/or case studies quarterly, or more frequently if required.

General

18. Travel independently around the London Borough of Wandsworth, as required, to attend home visits, meetings and any relevant events.
19. Undertake clerical or administrative duties and responsibilities as appropriate to the role or as requested by the CEO.
20. Attend staff meetings and positively engage in regular supervision and training and be an active and enthusiastic member of the SLT, setting an example to all other staff.
21. Carry out any such other duties as may be required that are consistent with the duties and responsibilities of the post.

This job description will be reviewed on a regular basis and is likely to be subject to some changes initiated by funders and contract KPIs. The postholder will need to be flexible to ensure Age UK Wandsworth meets the needs of each client.

PERSON SPECIFICATION

Knowledge, Experience, Skills & Abilities

1. Experience of successfully developing a project/service and adapting to the needs of the clients and requirements of the contract specification.
2. Experience of offering a person-centred service and working with older people, people with disabilities and people with dementia.
3. Broad understanding of issues affecting older people, people with disabilities and people with dementia, particularly in an inner London borough.
4. Experience of recruiting, training, leading and managing a team of staff.
5. Ability to organise, prioritise and plan work to meet deadlines, including managing change and working under own initiative.
6. Flexibility and problem-solving will be a key part of this role as each day throws up a new challenge.

7. A friendly, open personality with the ability to positively engage with a range of people from all sectors, as well as to work collaboratively with the Executive team and SLT, and the wider charity team.
8. Commitment to the principles of Equal Opportunities and Safeguarding.
9. Excellent communication skills, both oral and written should be sufficient to write letters, case studies and reports to a high standard for the purposes of monitoring and evaluation.
10. Excellent Microsoft 365 skills and experience of working with databases.