



# Job Pack

**Wellbeing &  
Connections  
Service Manager**

# This pack contains

- About Age UK Westminster
- How to apply
- Role description and Person Specification

Age UK Westminster exists to promote the well-being of older people in the City of Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage and social isolation for older people in our local community.

## **Information & Advice Team**

Age UK Westminster is a delivery partner for the "Westminster Advice Services Partnership", focused on the delivery of I&A services for older people in Westminster. We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

## **Complex Needs Support Service**

We provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

## **Cost of Living Advice**

This involves supporting clients to maximise their income. The adviser assists clients by carrying out benefit checks and benefit applications. For those on means-tested benefits, low income, referrals are made on their behalf to the Cost-of-living support fund and for charitable grants.

## **Befriending**

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

## **General & Older Volunteering**

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

## **Digital Inclusion**

This project helps older local residents make the most of the internet and their electronic devices in later life and help towards preventing loneliness and isolation. Age UK Westminster offers both group sessions and 1:1 support.

## **CNWL Digital Inclusion**

Funded by CNWL NHS Trust, the KCW Social Isolation project is delivered by Age UK Kensington & Chelsea and Age UK Westminster in partnership. The project provides digital inclusion learning and guidance to adults aged 55+ referred by the bi-borough Older Adults Mental Health team.

## **Maintenance Cognitive Stimulation Therapy (MCST)**

Face to face sessions available for people living with dementia in Westminster. Group members take part in meaningful and stimulating activities through our weekly 24-session Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

## **The Heart of Westminster Memory Cafe**

The Heart of Westminster Café is a Memory Café for Westminster which offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. The Heart of Westminster Café provides a mixture of talks, information and advice, entertainment and activities.

## **Post Hospital Discharge**

Age UK Westminster's Wellbeing & Connections Service provides vital assistance to older Westminster residents as they return home after a hospital stay or major health event. This free service from our Wellbeing & Connections team supports those aged 60 and over in making the adjustment back to independent living.

## **Exercise at home**

Exercise at Home is a service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

## **Fit4Life**

Age UK Westminster's Fit 4 Life project provides a range of activities and fun exercise classes at a range of community venues across the borough, as well as in the comfort of your own home. Classes are suitable for all, from gentle to more vigorous and challenging sessions.

## **Activities**

Offering a diverse array of activities and services to support older people in the local community. Helping older adults live independently, stay active, and remain engaged with their local surroundings.

## **How to apply**

Please email your CV with a supporting letter (showing how you meet the personal specification) to [liz.tack@ageukwestminster.org.uk](mailto:liz.tack@ageukwestminster.org.uk)

## **What we offer**

- Flexible working
- Hybrid working
- Training and development
- 7% pension contribution
- 28 days annual leave (plus bank holidays) rising to 30 days after five years of service (pro-rata for part time staff)
- London Living Wage employer

Closing date for applications: 16th December at 9.00am. Please note we may interview suitable candidates as they apply.

# The Role: Wellbeing & Connections Service Manager

**Salary:** £30,000 to £33,000 (dependent on experience) pro rata + 7% pension contribution

**Hours:** 28 to 35 hours per week (for discussion at interview)

**Responsible to:** Head of Services

**Based at:** Beethoven Centre, Third Avenue, London W10 4JL

## Main purpose of the job:

- To manage the day to day running of Age UK Westminster's W&C service ensuring that contract and grant specifications are met.
- To work with senior team to further develop services.
- To ensure that the W&C systems and processes are effective and efficient.
- To lead on establishing network and referral partner connections to promote AUKW within health and wellbeing including VCSE, NHS and local authority services.

## Key Tasks

### Service and staff management

1. This role will involve client-facing delivery as well as service coordination and management

### Responsibilities will include:

- Ensure that the W&C service including post-discharge support, Befriending, home-based Digital Inclusion and Exercise at Home are available, adequately staffed, and functioning efficiently and effectively.
- Cascade KPIs and objectives to staff and through them to volunteers, ensuring that all staff and volunteers are provided with up to date information resources relevant to their role, including any changes in national and local policy.

- Work with the Head of Services and Head of Fundraising, Marketing & Development to identify further opportunities for service development, secure funding and implement new projects.
- Line manage, develop and motivate staff and through them, as appropriate volunteers, to fulfil their role requirements.
- Ensure feedback from service users is collected in accordance with approved systems operated by the organisation. Co-ordinate the outcomes and pass to the Senior Management Team for use in influencing the future development of the services.
- Recruit all new staff within area of responsibility. Assess the training needs of staff and ensure these training needs are met.
- Undertake staff supervision and support sessions in line with organisational guidance.
- Oversee the appointment, deployment, training and development of volunteers who work within the W&C Service, ensuring a once-a-year review meeting is carried out.
- Ensure that staff adequately support volunteers on a day-to-day basis.
- Organise monthly W&C team meetings.
- Attendance and contribution to Senior Management Team monthly meetings reporting on progress towards KPIs and objectives, raising any concerns around delivery.
- Establish and maintain effective lines of communication with both W&C staff and volunteers.
- Help to solve any performance or grievance issues in line with policies and procedures. Communicate staff and volunteer problems, suggestions and recommendations to the Head of Services and CEO.

## **Monitoring, reporting**

- Ensure all individual and team client contacts are recorded accurately on Charity Log.
- Ensure that Charity Log is used appropriately to capture the data of various projects/funding streams in collaboration with Head of Services and Charity Log administrator
- 
- Support the development of an outcome and monitoring framework for the W&C service
- Produce information, reports and case studies on performance of the W&C service in collaboration with Head of Services and CEO

## **. Collaborative working**

- Work with other voluntary, community and statutory organisations to ensure provision of robust W&C Services.
- Attendance at network meetings as required representing Age UK Westminster
- Work closely within the SMT to identify and support funding opportunities to ensure the sustainability of the Age UK Westminster W&C function

## **Quality assurance**

- Ensure that all Westminster residents aged 50+ have equal access to all W&C programmes and activities.
- Ensure that Quality Marks are attained and renewed by carrying out necessary assessment processes.
- Ensure all activities of the W&C Service are conducted in accordance with Age UK and any other relevant Quality Marks, organisational requirements, health and safety, legal stipulations, environmental policies and general duty of care.

## **General**

- Maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- Attend staff meetings and away days, training and other events.
- 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, as required by Age UK Westminster. Some meetings and other events may be held out of normal office hours and could involve travel away from the local area.

## **Essential**

- Ability to work flexibly across the Westminster area, as needed for service delivery and management, with occasional travel outside of the borough to attend meetings.
- Minimum one year experience in managing staff, including supervision and facilitation of team meetings in a service delivery context.
- Experience of project management.
- Proven ability to engage with others to identify, plan and implement new services to specific cohorts of service users.
- Experience of developing systems to monitor and present service performance and impact including use of measuring tools.
- Excellent communication skills, both written and verbal.
- Background in health-related services, planning and delivery.
- Experience of working with funders, partners and statutory services to design, deliver and monitor / evaluate services.



- A minimum of one-years' experience working a home-visiting or similar service offer.
- Able to work under pressure and meet deadlines, managing own workload and working to tight and often changing timescales.
- Flexibility in the work environment and to participate in organisational events.
- Be dedicated to delivering exceptional service on behalf of the organisation internally and externally.
- Be a proactive, flexible, 'can do' individual and an effective team player.
- Experience of record keeping, monitoring and meeting contractual commitments.
- Excellent communication skills, both verbal and written
- Experience of multi-agency working with the ability to create effective links with professionals in all relevant sectors.
- A positive attitude towards ageing and older people
- An understanding of the factors affecting older people's lives, especially with regards to changing physical and emotional wellbeing.
- Knowledge and experience of current best practice in relation to safeguarding adults, completing safeguarding alerts and liaison with statutory agencies.

### **Desirable**

- Experience of working within the charity sector.
- Ability to speak one of Westminster's main community languages other than English (Arabic, Spanish, Portuguese, Tigrinya, Somali, French, Farsi, etc).