



## Ageing Well 'Active and Connected' Project Coordinator Job Description

**Responsible to:** TTVS Board of Directors

**Reporting to:** TorrAGE Ageing Well Project Manager

**Salary:** NJC Scale 15: £22,911 p.a. pro rata (actual £13,004)

**Length of Contract:** 31<sup>st</sup> July 2021

**Hours of Work:** 21 hours per week, mainly during normal working hours, though some flexibility may be required to suit the needs of the post.

**Holidays:** 23 days pro rata plus Bank Holidays pro rata plus 2 additional non statutory days between Christmas and New Year pro rata.

**Location:** Torrington. This role will involve travel across the Torridge district

**Background:** TTVS supports voluntary and community groups in Torridge, providing a Volunteer Centre, as well as offering advice, guidance and training. We also deliver a number of direct services to the community, such as carers support and services for older people. Our Ageing Well project, aims to improve the health and well-being of older people and enable them to remain in their own homes by offering volunteer befriending, providing a range of Help at Home support services and by promoting regular exercise and social activities.

The Ageing Well project has successfully secured funding from the Lottery Community Fund to deliver the Active and Connected project. Our new project will provide volunteer-led support for socially isolated older people in Torridge who are frail and at risk of falling or who have experienced a fall. We will encourage a programme of simple exercise at home which will be tailored to the individual whilst at the same time offering some company and conversation to reduce loneliness. We will then enable as many as possible to access a local group activity.

### **Role and Responsibilities:**

The Project Coordinator is responsible for the day to day delivery of the Ageing Well Active and Connected project. Their role is to work within Torridge to:

- Recruit volunteers
- Organise and assist with volunteer preparation courses
- Process referrals and match volunteers to client referrals
- Support and develop short term befriending services
- Devise a programme of suitable light exercises for older people
- Establish a directory of relevant social / keep fit activities
- Organise and facilitate transportation to improve access to services
- Promote and increase the take-up of other Ageing Well services

## **Key Activities:**

### ***Volunteer Recruitment, Training and Support***

- Work with local communities to recruit local volunteers to provide befriending services to older people when required
- Ensure that volunteers are appropriately screened and that risk assessments are carried out where required
- Develop and deliver volunteer training programmes, mainly befriending
- Support the needs of volunteer, identify training needs and signposting to suitable courses
- Maintain detailed records of volunteer activities, client referrals and services received
- Work with the clients and match with suitable volunteers when required
- Supervise volunteers in line with TTVS policies and practice

### ***Keep Fit and Social activities***

- Devise a programme of light exercises suitable for a range of potential clients and produce 'user friendly' packs of materials for volunteers
- To compile and maintain a detailed list of all keep fit and social activities for each community
- Organise and co-ordinate transport services to improve access keep fit and social activities

### ***Marketing and Promotion***

- Work with key agencies and service providers to promote the project, build knowledge and understanding.
- Deliver presentations, attend networking / partnership events
- Maintain a range of marketing material to promote the project

### ***Monitoring / Administration***

- To maintain appropriate record systems to meet quality management standards
- To maintain appropriate records of client referrals and services received on the project CRM, Charity Log
- To keep accurate and up to date records to assist the preparation of reports for funders and any other reporting requirements of the project
- To monitor and evaluate the impact of the Active and Connected Project and to work with an external evaluator

### ***General***

- Ensure work is carried out to agreed standards and targets and appropriate risk assessments are completed
- Support the publicity of the project, giving input to articles for newsletters and local press as required by the Project Manager
- Represent TTVS/Ageing Well in a positive and professional manner at meetings and events;
- Work within TTVS core values, current policies and good practice
- Undertake any training that may be necessary
- Take on other tasks and responsibilities that may arise as the work develops, and that are appropriate to the level of the post.

## Aging Well Active and Connected Project Coordinator – Person Specification

This Person Specification demonstrates the personal attributes required of an individual in order to undertake the duties required by the post and will be used in the selection process.

**The selection process recognises and acknowledges the value of transferable skills or experience, so long as their relevance to the role is very clearly demonstrated by the Application.**

Requirements	Essential	Desirable
Education, Qualifications And Training	<ul style="list-style-type: none"> <li>• A good standard of education</li> <li>• A track record of training around volunteer recruitment and management</li> </ul>	<ul style="list-style-type: none"> <li>• A relevant qualification to a minimum of Diploma level (e.g. Community work, Volunteer Management, Social work etc) or other appropriate/relevant qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience with older people or other relevant work experience (i.e. health and social care or with vulnerable groups and individuals).</li> <li>• Experience of recruiting, training and supporting volunteers</li> <li>• Experience of facilitating good partnership working and of working in partnership.</li> <li>• Experience of project and/or service development with comparable scope.</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in the field of Dementia or mental health.</li> <li>• Experience of producing written reports</li> <li>• Experience of establishing or administering systems for monitoring and evaluation.</li> </ul>
Knowledge or Awareness	<ul style="list-style-type: none"> <li>• Thorough understanding of the needs of older people and the types of issues they face.</li> <li>• Thorough understanding of the issues around working with volunteers.</li> <li>• Good knowledge of the types of agencies and organisations which support older people and how they relate to each other.</li> <li>• Sensitivity to the challenges around engaging with older people in rural and sometimes 'hard to reach' communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong local knowledge of services which support older people</li> <li>• Awareness of exercise programmes for older people</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Good communication and listening skills and able to work with a variety of different individuals and agencies</li> <li>• Organised, with strong administrative skills.</li> <li>• Skilled in the use Microsoft Office (Excel, Access, Word etc) and comfortable with email and internet technology.</li> <li>• Able to network effectively with partners, including statutory agencies and voluntary groups.</li> <li>• Able to give effective talks and presentations</li> <li>• Can work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to produce written material to a high standard.</li> <li>• Able to work within a prescribed budget.</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Diplomatic; able to sensitively negotiate between the needs of older people, volunteers and other stakeholders.</li> <li>• Compassionate and sensitive to the needs of others.</li> <li>• A flexible and self motivated approach – must be able to show initiative.</li> </ul>	