

## JOB DESCRIPTION

<b>Job title</b>	<b>Day Opportunities Connections Co-ordinator</b>
<b>Report to</b>	<b>Day Care Service Manager</b>
<b>Hours of work</b>	<b>37.5 hours per week</b> Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
<b>Salary</b>	<b>£27,378</b>
<b>Location</b>	<b>Age Concern Birmingham, 76-78 Boldmere Road, Sutton Coldfield B73 5TJ</b>
<b>Contract type</b>	<b>Permanent</b>

### Job Purpose

To support in the management of day care services and the activity connections team under the guidance of the service manager.

To co-ordinate, plan and deliver a range of age-appropriate activities across our day centres and within other community buildings, and on a 1-1 basis within our citizens homes across Birmingham.

Create stimulating, welcoming and social environments with a focus on independence, wellbeing, reducing isolation and increasing social participation.

Provide information and support for citizens, carers and their families.

To support the Service Manager in the overall management of the overall service.

To act up in the absence of the Service Manager.

### Essential Duties/Responsibilities:

- To support the manager to provide effective management of services that fall under the remit of their role across day care and where services are delivered externally.
- To provide effective line management to identified staff and volunteers ensuring they follow the policies, procedures and systems of the organisations both internal and external (where appropriate).
- Encouraging and supporting personal development through 4 weekly 1-1 meetings and through the appraisal system. Working with staff to create and maintain a positive and fully professional team working environment.
- To support and where required compile staff rota's and work allocation for the team, including effective management and monitoring of all current working systems and communicating this and other information to staff through regular team meetings and updates, in order to ensure the smooth running of the service.
- Support the Manager with recruitment, induction and ongoing training across the services.

- To maintain relations with partner organisations and statutory bodies to co-ordinate services, signposting, joint projects, training and information sharing and to develop joint work with the other services provided across Age Concern Birmingham.
- To maintain all appropriate records, including confidential citizen records, supporting in the development and maintenance of CRM and filing systems in line with policy and procedures.
- Manage the gathering of data and statistics relating to the service, ensuring that the database is kept up to date and to produce regular figures and reports in response to requests both internally and externally.
- Undertake any necessary tasks, including administrative and tasks conducive to the day to day running of the services.
- Maintain strict confidentiality at all times relating to the affairs of citizens
- Attend and undertake ongoing training, including self-managed learning through research, distance learning in order to keep up with current legislation, best practice and guidelines.
- Comply with Health and Safety within all places of work and to act in accordance with the Age Concern Birmingham Health and Safety Policy and Procedures.
- Work at all times within the Values and Mission Statement of Age Concern Birmingham, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff.
- Undertake additional duties across Age Concern Birmingham where requested.

**Skills & Qualifications:**

- Effective leadership of a team promoting excellent customer service
- Excellent IT skills, including, databases and internet
- An organised, methodical and approach to workload
- Sound knowledge of safeguarding

**Special Conditions:**

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:  
 Promoting good practice and prevention of harm and abuse  
 To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<p><b>Knowledge, Skills and Abilities:</b></p> <p>1. <i>Knowledge of other organisations who can provide additional information and advice on diverse topics across Birmingham and beyond</i></p> <p>2. <i>Good listening and communication skills</i></p> <p>3. <i>Able to deal with challenging groups or individuals</i></p> <p>4. <i>Excellent IT skills, including word processing, databases and internet</i></p> <p>5. <i>An organised, methodical and analytic approach to workload</i></p> <p>6. <i>A good understanding and knowledge of diversity &amp; equality issues</i></p> <p>7. <i>Ability to deliver activity sessions</i></p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p><b>Experience:</b></p> <p>8. <i>1 years supervisory experience</i></p> <p>9. <i>Experience of working with a wide variety of people from different backgrounds, in both public and professional settings</i></p> <p>10. <i>Experience of keeping confidential records and an understanding of what confidentiality means</i></p> <p>11. <i>Experience of outreach and community based work</i></p> <p>12. <i>Experience of report writing</i></p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p><b>Education and Qualifications:</b></p> <p>13. <i>Good overall standard of education</i></p> <p>14. <i>Evidence of job related learning &amp; development</i></p> <p>15. <i>Relevant management qualification</i></p> <p>16. <i>Willingness to continue professional development</i></p>	<p>*</p> <p>*</p> <p>*</p>	<p>*</p>
<p><b>Personal Characteristics:</b></p> <p>17. <i>A willingness to work alongside other colleagues and agencies in a mutually supportive way, to improve services</i></p> <p>18. <i>An overall ability to respond to the specified requirements of the individual with empathy and understanding</i></p> <p>19. <i>A willingness to keep updated on issues relating to the role and to attend relevant training as necessary</i></p> <p>20. <i>Empathetic and non-judgemental approach</i></p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p>	