

## **JOB DESCRIPTION**

**TITLE OF JOB:** Ageing Well Single Point of Contact (SPOC) Team Leader

**SERVICE/PROJECT:** Ageing Well

**REFERENCE NO:** AWSPOCT/Jan25

**HOURS PER WEEK:** 21 hours per week

**TEMPORARY/PERMANENT:** Permanent

**SALARY** £29,717 per annum, (pro-rata) paid monthly by Automated Credit Transfer on 25<sup>th</sup> of each month

**HOLIDAY ENTITLEMENT:** 27 days pro rata per annum, plus 3 extra days at Christmas and the usual statutory holidays

**ACCOUNTABLE TO:** Ageing Well Service Manager

**LINE MANAGED BY:** Ageing well Service Manager

### **RESPONSIBLE FOR:**

Ensuring the smooth running of the Ageing Well Single Point of Contact and the activities it delivers and contributes to. Working with colleagues to ensure all people contacting the Single Point of Contact can access information and advice that is relevant to their needs, up to date and in a format that is appropriate for them.

Supporting the team to achieve their objectives, through regular supervision and support. In addition to the above, the postholder will support the team to work effectively and ensure:

- There are robust and beneficial links to both Ageing Well partners and other stakeholders.
- Data management is timely and accurate.
- Meetings are attended that add value to the support offered by the Single Point of Contact.
- Information about Dementia Support is kept up to date and disseminated appropriately.

- There is an information flow with the Communications and Marketing Assistant.
- The Ageing Well Festival planning and delivery is supported.
- The Ageing Well Website is kept up to date.
- Health Promotions and Campaigns are publicised and supported.
- There is a timetable for delivering outreach/pop ups sessions across the city.

**To arrange an informal chat about the job, please email:** Lesley Durbin, Advocacy and Older People's Service Manager – [lesley.durbin@impact-initiatives.org.uk](mailto:lesley.durbin@impact-initiatives.org.uk).

**This post is exempt from the Rehabilitation of Offenders Act (1974) and the successful applicant will be subject to an Enhanced Disclosure & Barring Service (DBS) check.**

## **BACKGROUND AND AIMS OF IMPACT INITIATIVES**

*Providing a voice, hope and change for Sussex people in need.*

Impact Initiatives was founded in 1978 to resolve the social issues that Brighton and Hove communities were facing at the time. Our founders were a diverse collection of individuals who cared enough about community issues to come together and act against the injustices they saw on their doorstep. Over the years Impact has grown and evolved as an organisation but what has never changed, is that we continue to provide a voice, hope and change for the people who need it most.

Today our services work tirelessly to support, champion and inspire children, young people, adults with disabilities and older people. Ultimately, we believe that everybody should have the opportunity to be the best they can be. Our vision is for Sussex people of all ages to reach their potential, living healthy and fulfilling lives.

Impact's model of having a Central Team - who provide expertise in finance, HR, IT and facilities, health and safety, and business development - ensures each of our specialist teams can focus on excellence in individual service delivery and development. We employ around 100 staff who are supported by a team of volunteers and currently work with over 10,000 people each year.

### **ABOUT Ageing Well**

Ageing Well is a programme of activities and services for residents of Brighton and Hove who are aged 50+. It was launched in 2019 and is a partnership formed of ten local organisations. Impact Initiatives are the lead provider and hold the contract with Brighton & Hove City Council (BHCC) and Sussex NHS previously, Brighton & Hove Clinical Commissioning Group (BHCCG).

The other nine partners are: Citizens Advice Brighton and Hove, Brighton and Hove Food

Partnership, Hangleton and Knoll Project, Music for Connection, Switchboard, The Clare Project, Time to Talk Befriending, Together Co, and Trust for Developing Communities.

The aims of the service are to:

- Reduce social isolation.
- Reduce loneliness.
- Promote good health and wellbeing.
- Prevent ill health.
- Enable older people to remain independent for as long as possible.

## **MAIN TASKS**

- Leading and supervising the Single Point of Contact Team to achieve agreed targets and activities, with each member leading on agreed work tasks.
- To work with the Service Manager and team to achieve the Advice Quality Standard within an agreed timeframe.
- Coordinating a telephone line service, providing information for Older People, their carers and other professionals concerned.
- Signposting Older People to services and activities across Brighton and Hove which improve and maintain levels of independence, health and wellbeing.
- Collecting and maintaining records of up-to-date information on services and activities available for Older People to ensure comprehensive, accurate information can be given to enquirers.
- To follow up on telephone contact enquiries to measure success and take any further actions as necessary.
- To collect information that provides accurate reporting.
- To promote Ageing Well through – including but not limited to - distribution of printed information, social media and meeting potential referrers.
- To coordinate events and promotions across the Ageing Well Service.
- Ensuring that information regarding Ageing Well is distributed across the city in relevant venues e.g. GP surgeries, libraries, seniors housing, local shops, community centres etc.
- Sharing relevant information regarding individuals with other organisations to enable them to access services.

- To liaise with partner organisations, coordinating Ageing Well campaigns, updating information and collecting agreed information so it is ready for reporting.
- To work with the Communications and Marketing Assistant to ensure the Ageing Well website and social media are regularly updated, and bulletins are shared regularly.
- To work with the Communications and Marketing Assistant and Service Manager to curate a successful annual Ageing Well Festival.

## **GENERAL**

- To work within the project and organisational policies and procedures.
- To attend regular supervision sessions and meetings as required by the Team Leader. To attend regular staff meetings and monthly 'all projects' meetings. To attend 'Impact days' as required. To attend training events as relevant to your service area.
- To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment.
- To comply with and implement Impact Initiatives Equal Opportunities Policy and any specific policies and procedures designed to promote and monitor equal opportunities.
- To comply with and implement Impact Initiatives Health and Safety Policy and Procedure relating to the specific activities on which you are employed. Generally, to take reasonable care for health and safety of all those affected by this work.
- To undertake any other duties, as appropriate to the character of this work and as requested by the Advocacy and Older People's Service Manager as reasonably required.

## PERSON SPECIFICATION

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Proven skills of leading services	✓	
Experience of managing and supporting staff teams	✓	
Experience of producing written reports to meet the needs of funders and stakeholders		✓
Outstanding communication skills	✓	
Interpersonal skills and ability to resolve conflicts	✓	
Ability to manage a complex workload, within agreed timescales	✓	
Ability to present to a wide range of stakeholders	✓	
<b>Knowledge/Experience</b>		
Knowledge of services and support for Older People in Brighton and Hove	✓	
Experience of quality mark adherence, e.g. Advice	✓	✓
<b>Qualifications</b>		
Advice Qualification		✓