

Assessment Co-ordinator



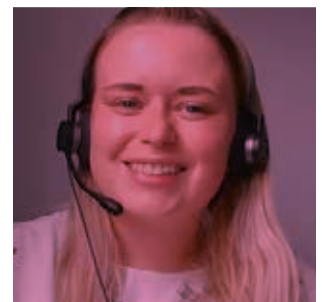
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

Our national Telephone Friendship Service currently supports nearly 5,000 older people across the UK, offering them a friendly chat each week with a dedicated volunteer. As an Activity Co-ordinator, you will make sure that older people have a really positive experience with the initial stages of our Telephone Friendship Service. You'll be the first port of call for any enquiries about the service, or if older people need any support while they are waiting to be matched with a telephone friend. You'll work as part of a team, covering the admin of different tasks and making outbound telephone calls to older people.

What you'll do for us:

- Process referrals for the service
- Make outbound assessment calls to older people – checking the service is right for them and collecting information about their interests, life experience and needs
- Co-ordinate our short 'Good Day' friendship calls to older people, making calls yourself when required



“Being an Assessment Co-ordinator, I'm supported by a wonderful team and get to help older people every single day. Working on the service has given me absolute job satisfaction and motivates me every day to continue the incredible work Age UK does.”

Kate
ASSESSMENT
CO-ORDINATOR

Our values



Collaborative



Impactful



Ambitious



Inclusive

Assessment Co-ordinator



- Co-ordinate our 'Group calls' for older people, making calls yourself when required
- Deal with any enquiries about the service via phone and email
- Assess whether we are able to match an older person with a volunteer
- Offer general support to older people using our service
- Signpost and refer older people to other services when appropriate
- Identify any potential safeguarding issues, escalating as appropriate.

Must have's:

- Excellent communication skills
- Confident and friendly telephone manner
- A passion for supporting older people
- The ability to work flexibly
- Excellent IT skills including Microsoft Office
- Ability to manage a busy workload
- A commitment to promoting equality and diversity
- Being a positive team player.

Great to have's:

- An understanding of older people's issues
- Knowledge of safeguarding issues
- Experience of working with older people over the phone
- An understanding of mental health issues.

Extra information:

This role is a 35-hour working week, 5 days out of 7 with start and end times between 8am and 6pm. It will include weekend and bank holiday shifts, which will be arranged on a rota basis.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Location

Ashburton/Blackpool. This role offers a hybrid model of home and office based-working, so you will need to be within a reasonable distance of either the Blackpool or Ashburton office and be willing to travel there regularly to work in the office.

People management

No

Division

Services (including I&A, TSL, Friendship)



ageuk.org.uk

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