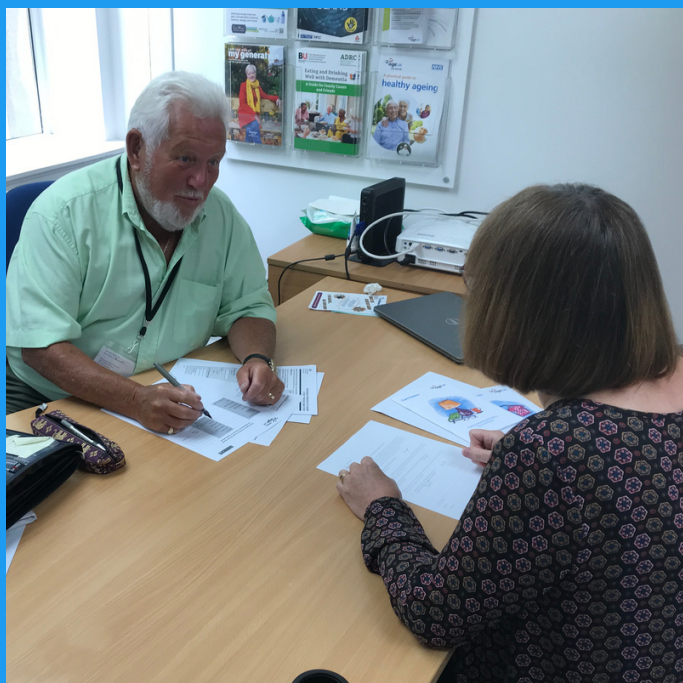


Employment Recruitment Pack



*Join the team making life better
for local older people*

Dear Applicant,

Thank you for expressing an interest in joining the Age UK Bolton team.

This information pack includes key information about our organisation, the role and contact details for more information on how to apply.

If successful in your application, you would be joining a highly respected local charity that has been working tirelessly with, for and on behalf of older people across Bolton ever since 1947. As an independent local charity, rooted in our local communities, we are also proud to be a brand partner of the national charity, Age UK, now recognised internationally as one of the leading authorities on ageing well; a trusted brand for those over 50.

At Age UK Bolton, we recognise that as we grow older we all face new challenges, but that does not stop us from wanting a fulfilling, independent later life. Age UK Bolton is passionate that everyone should have the opportunity to be able to make the most of their later years, whatever their circumstances, wants and needs.

Over recent years, our portfolio of services and activities, co-designed with local older people and delivered by appropriately experienced, qualified and supported volunteers, has included:

- Befriending and afternoon teas (to tackle loneliness and isolation)
- Lunch & Leisure Club network (hot meals served in social settings)
- Social, creative, learning, dance and fitness activities
- Information & Advice (including Will-making, free legal & energy advice)
- Home from Hospital service (discharge and aftercare, and admission avoidance support at home for up to six weeks)
- Falls Prevention (exercise sessions to improve strength and balance)

All are developed to keep people as mentally, physically and socially active as possible and to lead safe, independent and fulfilled lives preventing, thereby reducing and delaying admission to hospital or residential care.

We work with more than 8,000 older people each year and currently have a talented team of over 200 dedicated volunteers, the majority of whom are themselves over 50 (some are over 90) and live locally. They are indeed inspirational, not just for other older people, but for anyone looking ahead to what later life might mean. Proof that age is no barrier and that, far from being a burden, older people are a tremendous asset to their local communities.

Integral to our success is our 50-person strong staff team's passion for, and commitment to, improving the quality of life of older people in Bolton.

We work hard at Age UK Bolton but it is rewarding work. We like to have fun and are committed to supporting each other to remain healthy and happy in order to give the best service we can. We believe that looking after ourselves and each other is key to being able to help and support others. There are challenging and exciting times ahead. So, if you think that this is for you and you have something to offer, then we very much look forward to hearing from you.

I wish you the best of luck in your application.

Kind regards

A handwritten signature in black ink, appearing to read 'Suzanne Hilton'.

Suzanne Hilton
Chief Executive

Age UK Bolton

The Square
53-55 Victoria Square
Bolton BL1 1RZ

t: 01204 382411
e: enquiries@ageukbolton.org.uk
www.ageukbolton.org.uk

Chair: David Smart
Chief Executive: Suzanne Hilton

All About Age UK Bolton

Who We Are

Age UK Bolton is an independent local charity and was created in 1947, thanks to the efforts and vision of a small group of local volunteers in Bolton.

We are one of the area's most significant, dynamic and highly regarded charities, and the leading voluntary sector organisation, working with and on behalf of Bolton's over 50 population.



We are also proud to be a brand partner of the influential national Age UK Charity, as well as Age International. We work hard with all communities of older people - those who are active and independent and those who are frailer and more dependent - to meet their changing needs and aspirations.



A voluntary Board of Trustees, made up of representatives of our local statutory, community and business partnerships, works closely with senior staff members, to ensure the effective financial and strategic management of the Charity.

Many of our existing services, and those currently being developed, are the product of existing or emerging partnerships with a wide range of organisations. These take various forms but all are highly prized.

What We Do

We offer a range of services across the borough of Bolton for people aged 50 plus.

- Home from Hospital
- Information & Advice
- Befriending
- Active Ageing
- Strength & Balance exercise classes
- Social and creative activities
- Home Services cleaning & shopping
- Nutrition & Hydration
- Will making
- Wheelchair Hire
- Volunteering

We also advocate for Bolton's ageing population, pushing for change locally, and back national campaigns through our partnership with the national charity Age UK.



Vision

'As we age we all have the necessary opportunity, information and support to enjoy an independent, fulfilled quality of life and make a valuable contribution to the communities in which we live and work'

- **Listening**
- **Empathy**
- **Caring**
- **Responsive**

Inclusive

- **Dynamic**
- **Influential**
- **Ambitious**
- **Empowering**

Respectful

Ambitions

- The first point of contact for people over 50 in Bolton, their families and carers, when looking for information, advice and support or access to services
- A sustainable, fit for purpose, relevant and evolving organisation focused on the needs and aspirations of Bolton's 50 plus population
- Value, respect and support our staff, volunteers, customers and partners
- Promote and support resilience among older people, ensuring their voices are heard and they are recognised
- Ensure that older people are listened to and that their views inform and influence both our work and wider service and policy development
- Deliver high quality accessible services, activities and learning opportunities, to enable those over 50 to remain safe, independent and mentally, physically and socially active







Mission

'Bolton's leading authority on ageing well; relevant & adaptable, listening & responsible, flexible & sustainable.'

Wellbeing Matters

At Age UK Bolton the health and wellbeing of our staff and volunteers is of paramount importance to us. We do all we can to help develop personal and professional growth wherever possible.

We offer:

-  25 Days holiday (plus Bank Holidays) as starting entitlement.
-  Training & development opportunities
-  UK Healthcare Membership
-  Up to 7% pension contribution
-  Living Wage Employer
-  Access to charityworkerdiscounts.com
-  Qualify for a Blue Light Card



Age UK Bolton is an equal opportunities employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age. We want to attract candidates from areas which are currently under-represented in our workforce.



Job Description

Service Co-ordinator (Home from Hospital Service)

RESPONSIBLE TO: Team Leader & Home from Hospital Manager

SALARY: £25,230 - 36 hour week
Fixed Term Contract including Weekend work.

HOURS: Rota covers: 9am - 5pm
Monday - Sunday

OVERALL JOB PURPOSE

To work within the Home from Hospital team, which is an established hospital discharge service including aftercare and rehabilitation support. The service criteria support Bolton residents aged 65+, with a focus on helping the person to re-adjust to living independently back at home, thereby reducing the need for re-admission to hospital, and residents 50+ in the community at risk of admissions to hospital.

KEY RESPONSIBILITIES

1. To work with older people, Age UK colleagues, social and healthcare partners and volunteers, to deliver and promote a high-quality hospital discharge and aftercare service, to support older people to enable them to live safely and independently at home, following discharge from hospital.
2. To undertake assessment of patients who have either presented at A&E or are due to be discharged from one of the wards or an assessment bed in Intermediate Care and identify suitable referrals to the Home from Hospital Service.
3. To attend multi-disciplinary team meetings, working with colleagues to identify individuals who would benefit from the Home from Hospital service.
4. To plan and develop person-centred interventions to create a tailor-made package of short-term support for individuals following discharge from hospital; to identify and manage risks and promote recovery, independence, well-being and choice.
- 5.1. Visit patients at home after discharge; conduct home safety checks and ensure the person is warm, safe, has access to meals and the ability to undertake basic activities of daily living, support with cleaning and shopping; and to signpost clients to other relevant agencies, if additional support needs are identified.
6. To support volunteers (and, from time to time, any Age UK Bolton staff as directed by the Chief Executive), including students on placement, in order to ensure the efficient and effective running of the Home from Hospital service.
7. To adhere to systems and procedures to record client information in accordance with Data Protection and privacy policies, and to capture and evaluate service monitoring requirements such as outputs, outcomes, and quality (using information technology systems).

KEY RESPONSIBILITIES (continued)

8. To proactively market and promote the HFH service, as well as a range of community services offered by Age UK Bolton and its partners, where appropriate, to support individuals to retain, regain and develop the skills to manage their lives and environment.
9. Ensure compliance with all relevant Age UK Bolton policies and procedures and Quality standards, and adherence to good practice guidance.
10. To develop and sustain effective relationships with customers, their carers and families, volunteers, Age UK colleagues, NHS colleagues, other partners and the wider community, in order to promote the safety, independence, health, well-being and personal development of older people in Bolton.
11. To provide regular reports and information to the Senior Service Manager, or other nominated colleague, in order to meet the reporting needs of all funders and commissioners in a timely manner.
12. Other duties, as directed by the Service Manager, which are consistent and commensurate with the responsibilities of the post and the needs and development of the Home from Hospital service.

Person Specification

ESSENTIAL CRITERIA

ASSESSMENT METHOD

KNOWLEDGE & SKILLS

Experience of working with older people, either in a paid or voluntary capacity.

Application / Interview

Excellent verbal and written communication skills.

Application / Interview

Effective organisation and prioritisation skills .

Application / Interview

Strong relationship-building and management skills.

Application / Interview

Understanding of, and empathy with, the issues affecting older people.

Application / Interview /

People, resource and time-management skills.

Application / Interview

Demonstrable commitment to Equalities.

Application / Interview

ICT literate - including Microsoft Office suite of Programmes.

Application

EXPERIENCE & QUALIFICATIONS

Good standard of education.

Application

Experience of managing / supervising and developing staff and or volunteers.

Application / Interview

Service and/or activities co-ordination or delivery.

Application / Interview

Recognised health & social care qualification.

WORK RELATED CIRCUMSTANCES

Willingness and ability to work flexibly, including some evenings and weekends.

Application / Interview

A proactive approach to the personal development of self and others.

Application / Interview /

Ability to drive, with access to a vehicle for business use.

Application / Interview

DESIRED CRITERIA

Experience of service development.

Application

To Apply:

Send completed applications to:

recruitment@ageukbolton.org.uk

Closing date for applications:

Wednesday 8th May 2024 (5pm)

Age UK Bolton reserves the right to close applications early if a suitable candidate is found.

Our Offices

The Square

53-55 Victoria Square,

Bolton

BL1 1RZ

Phone: 01204 382411

Office opening hours: Monday to Friday 9.30am-4.00pm

A telephone service is available from 9:00am-5.00pm



The Ageing Well Centre

Cross Street,

Farnworth,

Bolton

BL4 7AG

Phone: 01204 701525

Ageing Well Centre Opening hours:

Monday to Friday: 9:30am - 4:30pm

Please return applications to recruitment@ageukbolton.org.uk

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 Bolton
ageUK



Living longer... Living well in Bolton

