



Recruitment Pack
Community Facilitator

About Age UK Lewisham and Southwark (AUKLS)

We are a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark, and have been working to achieve this for more than 40 years. We work to our core values which include being fair and equal as a service provider, employer and partner. We enjoy an open and participative working environment, where teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Our Purpose and Vision

To improve the lives of older and vulnerable people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (Number 296862) and a company limited by guarantee registered in England and Wales (Number 02118525).

Although we are a brand partner of the national Age UK charity, we are an independent organisation relying on local funding.





Our services

In Southwark

- The Healthy Living and Learning Centre provides activities for older people living independently like Cheerleading Dance Classes or Pasta Making.
- Our Stones End Day Centre welcomes older adults with care and support needs.
- Ageing Well Southwark helps older people to find out about all the support and services available to them locally.
- The Handyman service helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

In Lewisham

- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Befriending matches volunteers with isolated adults for a weekly chat.
- Community Transport matches volunteers who are happy to accompany vulnerable adults who can't use public transport to their appointments.
- The Lewisham Dementia service runs enjoyable activities for people with dementia and their carers.
- Our Macmillan projects support clients affected by cancer to access local services and resources, while also raising awareness across the community about the help available.

In both boroughs

- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provide a toe nail cutting service.

Highlights

from the year 2024 - 2025 in Lewisham



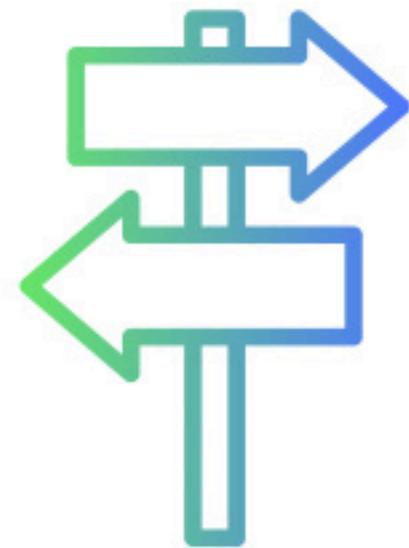
Our Community Development team worked with **125 different groups**



Our Social Prescribing team provided one to one support to **3,700 Lewisham residents**



Our volunteer drivers **fulfilled 511 trips**, driving **6800 miles** around Lewisham and the surrounding area



Our Social Prescribing team made **13,400 signposts** to **1000 different local services**



We connected **107 befriending volunteers** with **115 isolated Lewisham residents**



Our brand new **Cancer Services** connected **35 people** to local cancer support services in **October - December**

What our service users say about us

I am extremely grateful for the kindness and love of you and your colleagues. This kindness of yours in the end year was divine gift for me and I will never forget it.

I felt comfortable and reassured.

Thank you very much for all the care you've taken, and thank you very much indeed for the volunteer's visit.

Good service you have going on there!

Thank you so much for all of your help. It was so lovely to speak to an actual person rather than a machine for once!

Many thanks for your help. A warm and non-abusive conversation made it possible for me to put my pride aside and pursue getting support from the service you recommended. Your approach was compassionate and respected my dignity. God bless and empower in all that you do.

Thank you very much for the help today. Even if it didn't seem so, just the talking a little kind of gave me a slight sigh of relief and relaxed a bit more from the extra help. I will definitely try and go there probably Monday if I can.

Thank you to all the staff at Community Connections – you are all amazing!

My Befriender is great. Sometimes I feel down and she calls just in time to perk me up. We talk about anything and everything. It's good to have someone to talk to.

You did a very good job in supporting me during my cancer journey, and I can tell you did it from your heart, not just a tick box. I really appreciate that.

Employee Benefits

- 26 days annual leave + bank holidays (pro rata for part-time)
- Additional day's leave for Birthday
- One day a year for volunteering
- Access to Employee Assistance Programme, including access to 24/7 helpline for partners and dependents
- Flexi time scheme allowing the claiming back of additional hours worked (subject to approval)
- Other flexible working options, including working from home (where appropriate)
- Generous contractual sick pay scheme, allowing staff to recover without the worry of loss of income
- CycleScheme members – enabling employees to save 25-39% of the cost of a new bike & accessories whilst also spreading the cost
- TechScheme members – enabling employees to purchase tech through AUKLS and spread the cost from their salary

AUKLS is an accredited London Living Wage employer.

AUKLS enjoys an open and participative working environment. We promote a working culture that is supportive, professional and person centred. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

AUKLS understands the importance of training and development for staff. Training and development are standing items staff can expect to discuss in their regular support and supervision sessions with their manager.

What our staff say about us

I've thoroughly enjoyed the bonds I've created with the staff at Age UK Lewisham and Southwark and really appreciate how friendly and welcoming everyone here is. Everyone is always so willing to help each other which really makes you feel like part of the team and an integral part of AUKLS. I enjoy the autonomy we have over our caseload and like that we're given opportunity to be creative within our role – it's never a boring day at AUKLS!

I love working for Age UK Lewisham and Southwark because it allows me to support vulnerable adults and people who experience chronic loneliness and isolation daily. I love that I can contribute significantly to a harmonious society, especially in communities that most need collaborative endeavours. As a new Community Facilitator, I am impressed and fascinated by how supportive, friendly and involved all my colleagues are, including the management team. I love how empowered in making decisions and how autonomous we are allowed to be in our work with our lovely clients, who are at the core of the solutions to their situations and only need a little encouragement to pursue taking care of their well-being in a creative, fun, yet effective manner.

When I first joined AUKLS, I had a goal to improve my professional skills, and I have certainly achieved this. AUKLS provides a great environment for employees to develop professional skills through training and the flexibility and autonomy we're given within the role. Working at AUKLS has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at AUKLS. There is a working culture of openness, creativity and sincerity. The managers encourage us to bring our own personalities to the role, and there is lots of support available. The job allows you to empower people to make small and big changes, and seeing how our work impacts people's lives to increase their agency and improve their wellbeing is a great joy of the work!

Job Description

POST:	Community Facilitator
RESPONSIBLE TO:	Social Prescribing Project Manager
SALARY:	£28,090 per annum
HOURS:	35 hours per week
TERM:	Permanent contract
LOCATION:	Laurence House, 1 Catford Rd, SE6 4RU with some home working by agreement

PURPOSE OF ROLE

You will support Lewisham's Integrated Neighbourhood Teams as the primary focus of your role, bringing a voluntary sector and community-focused approach to neighbourhood working. Over an eight to twelve week period, you will work with residents to develop personalised wellbeing plans, set achievable goals and connect them with local groups, activities and services that enhance their wellbeing, confidence and independence. Your support will help people build the skills and autonomy to continue making positive changes beyond your involvement.

You will work closely with primary care and community partners to ensure residents experience coordinated and joined-up support that reflects their needs and priorities. This includes guiding people toward community opportunities that promote healthier, more connected lives and ensuring they receive timely and appropriate non-clinical support.

While the Integrated Neighbourhood Teams will be your main area of focus, you will also contribute to the wider Community Connections social prescribing service. This involves supporting adults across Lewisham to access community resources that reduce isolation, improve wellbeing and strengthen resilience.

KEY RESPONSIBILITIES

1. Reaching out to and identifying adults who could benefit from our social prescribing service

- Screening referrals received by the service to identify individuals who are physically and emotionally ready to engage with community activities.
- Engaging with referrers to give them an accurate image of what our service can provide in accordance with our projects criteria.
- Attending community events, drop ins and other community initiatives to promote our service and identify new service users.
- Operating the Community Connections Lewisham phonenumber and covering our drop in's when required, dealing with enquiries and brief interventions.
- Presenting the service to community groups, made up of staff, volunteers and clients, to help them understand what we do, the benefits of social prescribing and how to access it.

2. Wellbeing Planning

- Build trust with the person, providing non-judgemental support, respecting diversity and lifestyle choices on a 1:1 basis.
- Assist clients to develop, implement and review their individualised wellbeing plans, using a range of person centred planning tools, including Motivational Interviewing and goal setting.
- To put clients choices first, recognising that the best outcomes are when the clients are supported to achieve autonomy and independence.
- To keep accurate records of the work done with clients on our database, in line with safeguarding and GDPR requirements.
- To manage and prioritise a rolling caseload of clients, making sure that clients are in the driving seat and empowered to keep going on their own, rather than becoming dependant on the support of our service.
- To provide home visits and meet people within the community.
- When required, to physically introduce people to community groups, activities, health care and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage and receiving good support.

3. Community engagement

- Keeping a directory of community resources including a factsheet up to date to be able to provide in depth and current information to clients as to what is available locally.

- Taking part in meetings with local stakeholders to gather information as to what they provide and promote our service.
- Identifying groups and activities in Lewisham that can support vulnerable adults with their health and wellbeing.
- Visiting local groups and activities to gain an understanding of what these groups deliver and what it would be like for a new person to join.
- Support our communications and fundraising.

4. Integrated Neighbourhood Teams

- Represent Community Connections Lewisham with confidence, demonstrating strong understanding of all available services and clearly explaining what support is offered during multidisciplinary team (MDT) discussions.
- Attend neighbourhood-specific MDT meetings, contributing to discussions about suitable referrals and identifying residents who may benefit from a personalised wellbeing plan.
- Identify and seek appropriate referrals within MDT meetings, recognising when Community Connections support is suitable and when it is not, and clearly communicating service criteria and expectations.
- Act as a point of contact within the Integrated Neighbourhood Teams, ensuring clear communication, timely information-sharing and smooth coordination of client support.
- Promote a collaborative, solution-focused approach to ensure residents receive the right support from the right part of the system at the right time.

ORGANISATIONAL RESPONSABILITES

- Provide a supportive working environment to all staff and volunteers.
- Contribute to the overall achievement of AUKLS mission and objectives.
- Ensure the values of AUKLS are upheld across the organisation.
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties.
- Meet legislative and regulatory requirements.
- Attend staff and team meetings as requested .
- Undertake any other relevant duties as determined by the CEO or your Line Manager.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and flexibility is a key attribute required of all Age UK Lewisham and Southwark employees.

Competency	Specification
<p>Essential Personal Qualities</p>	<ol style="list-style-type: none"> 1. Friendly, polite and patient 2. Flexible and open to change 3. Committed to the core aims and values of the organisation, including: <ul style="list-style-type: none"> ◦ Working as part of a highly diverse staff and volunteer work force ◦ Putting service users at the heart of our work ◦ Being positive and proactive in difficult situations
<p>Essential Knowledge and Experience</p>	<ol style="list-style-type: none"> 4. Good understanding of the issues that can lead to social isolation and barriers to engaging with services 5. Understanding of the benefits of community engagement for health and wellbeing 6. Experience of supporting people, their families and carers in a related role 7. Able to support people in a way that inspires trust and confidence, motivating others to reach their potential 8. Ability to communicate effectively, both verbally and in writing. with people, their families, carers, community groups and partner agencies
<p>Desirable Knowledge and Experience</p>	<ol style="list-style-type: none"> 9. Knowledge and understanding of the challenges faced by vulnerable people and their carers in Lewisham 10. Good up to date knowledge of using motivational interviewing to provide person centred support 11. Attending and contributing to multi disciplinary meetings
<p>Essential Skills and Abilities</p>	<ol style="list-style-type: none"> 1. Skilled in the effective use of Microsoft Office, including Outlook, Word 2. Excellent organisational and administrative skills including information, resources and time management with the ability to set and manage priorities within a busy working environment 3. Ability to think outside the box and find creative solutions 4. Emotional resilience as the role will involve working with many vulnerable adults who are struggling with issues around their mental health, disabilities and/or financial hardship 5. A strong understanding of boundaries 6. The confidence to present the project as and when required 7. Ability to travel within the boroughs of Lewisham & Southwark



Equity, Diversity and Inclusion

Age UK Lewisham and Southwark is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will not be tolerated. If you would like to see our full Equal Opportunities & Valuing Diversity Policy, please contact recruitment@ageuklands.org.uk.

We are committed to providing equal opportunities for everyone regardless of their background during the recruitment process. We acknowledge that people from certain backgrounds are under represented in the workforce and we are committed to doing everything we can to correct this.

We are particularly keen to receive applications from: Older people; Black, Asian and minority ethnic people; disabled people (including hidden disabilities) and/or neurodivergent people; people who identify as LGBTQ+; people with experience of mental health issues; parents and/or carers; migrants; people who identify as working class now or in the past; and people at the intersection of these experiences.

We recognise that people have commitments and responsibilities outside of work, therefore AUKLS supports flexible working.

AUKLS is a Disability Confident Committed Employer. This commitment includes guaranteeing an interview to applicants applying under the scheme who meet the role's minimum criteria. Find out more about Disability Confident at: www.gov.uk/disability-confident

We are committed to inclusive and fair working practices, so during the application process we will:

- Anonymise applications so the shortlisting panel don't have access to candidates' personal details;
- Make reasonable adjustments to the application and interview process for candidates with disabilities and/or neurodivergence;
- Provide feedback to all candidates interviewed on request, either via phone call or in writing.

How to apply

To apply please complete and submit our application form.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability may find it difficult to fill in our standard application form, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees (one of which must be your most recent employer)
- Declaration that you have the right to work in the UK and if applicable any restrictions on your right to work in the UK
- Declaration that the information provided is correct

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification.

Applications should be returned to us by 9am on Friday 10th April 2026. Applications received after that time will not normally be considered for shortlisting.

Completed electronic applications must be sent to recruitment@ageuklands.org.uk ensuring you clearly identify the post you are applying for.

Applications sent by post should be marked confidential and for the attention of:

Human Resources - Recruitment; Age UK Lewisham & Southwark; Stones End Centre; 11 Scovell Road; London SE1 1QQ

Due to the high volume of applications received, we regret we will not be able to contact applicants who are not shortlisted for interview.

Interviews will take place on the 22nd April 2026. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

As prospective employees of Age UK Lewisham & Southwark, we think it's important you know the types of data we process about you. Please click on the following link to view our [Privacy Policy](#).