

Role Profile

September 2024



Job Title: Intergenerational Care Coordinator
Report to: Relationship Centred Care Coordinator
Direct Reports: Volunteers
Department / Location: Care
Role Purpose: Enhance the quality of life of different generations across Nightingale Hammerson by creating the opportunities for intergenerational care

Key Responsibilities and Accountabilities

- Support the creation, implementation and evaluation of the intergenerational care strategy
- Lead the intergenerational care in partnership with the Nightingale Hammerson teams and external stakeholders.
- Support with the communication and engagement between Nightingale Hammerson and Jewish organisations (including synagogues).
- Organise intergenerational engagement events, while also creating the opportunities for spontaneous engagements between different generations.
- Liaise with the Jewish community, synagogues and other external agencies.
- Liaise with local schools, community centres and other key relevant organisations.
- Produce reports to demonstrate the impact of the intergenerational care.
- Support and contribute to educational and research projects.
- Impeccable customer service, including meet and greet a range of visitors and learners and make them welcome on behalf of the department and organisation.
- Develop departmental systems and process and recommend changes in working methods in order to continuously improve the workings of the department.
- Promote Nightingale Hammerson's values whilst contributing to the vision and mission of the organisation.
- Always lead by example, behaving in a manner that is professional and positive and ensure confidentiality principles are adhered to and professional boundaries always maintained and applied.

Other:

- Deal with telephone and general email enquiries effectively
- Promote positive working relationships in line with Nightingale Hammerson's values with colleagues, residents, volunteers, relatives and visitors
- Evening and weekend work will be required occasionally.

Standard Responsibilities

Adopt and comply with Nightingale Hammerson's values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification



Education:

- Educated at Educational Degree level or equivalent – essential
- Diploma in Intergenerational Care and Education – essential
- MSc in Care or Education (Desirable)

Knowledge and Skills required:

- Willingness to have a positive impact in people's lives - essential
- Excellent, kind and caring communication skills – essential
- Good knowledge about the Jewish culture and way of life – essential
- Literacy and numeracy skills in order to produce a variety of written material and statistical information. Candidate should be capable of composing first draft response - essential
- Fluent in other languages (Spanish, French, Mandarin, Hebrew...) – desirable
- Knowledge of a variety of office administrative procedures- essential
- Excellent IT skills on Word, Excel, PowerPoint, Record Systems and Video call programmes – essential
- Able to work flexible in order to meet the needs of the service - essential
- Ability to work on own initiative without constant guidance – essential

Experience Required:

- Experience of working in a healthcare setting and/or educational environment - essential
- Experience of leading on intergenerational engagements – desirable
- Experience in leading/coordinating groups – essential
- Experience in designing lesson plans – essential

Additional Information

- There may be occasions where the post holder is required to work outside of standard hours.
- The post holder will be required to carry out their work across both homes and attend external meetings and to do this occasional travel will be required
- Enhanced DBS check required

Our Values



Compassion



Dignity



Respect



Integrity



Excellence



Teamwork

**Caring
Together**

TEAM VALUES

[Please click here to find out more about our values | Nightingale Hammerson](#)