



# About Age UK Lewisham and Southwark

We are a local charity of about 70 staff supporting older and vulnerable people across the London boroughs of Lewisham and Southwark.

## 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.
- Handyperson helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

## 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 provides a toe nail cutting service.

## In Lewisham

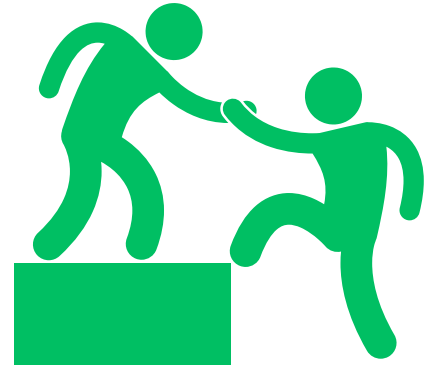
- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Befriending matches volunteers with isolated adults for a weekly chat.
- Community Transport matches volunteers who are happy to accompany vulnerable adults who can't use public transport to their appointments.
- The Community Development team supports local groups to develop new activities, advertise themselves, network, follow best practice and thrive, to the benefit of their service users.

# HIGHLIGHTS

from the year 2023 in Lewisham



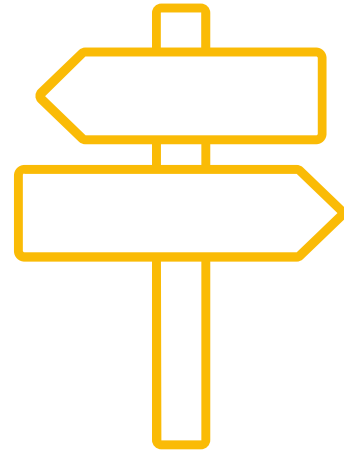
Our Community Development worker did **305 visits** to **191 different groups**



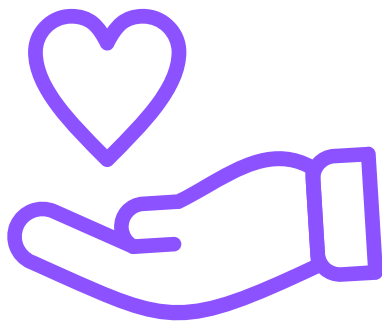
Our Social Prescribing team supported **4 484 Lewisham residents** one to one.



**54 people** from **17 organisations** joined our door knock in Downham and spoke to **211 residents**



Our Social Prescribing team made **14 438 signposts** to **1076 different local services**



**117 incredible volunteers** have supported us to make Lewisham a more friendly, connected borough



We supported groups to **raise £249 877** to develop services and support in areas that lacked provision

# 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 recommend. 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!

I learned so much from Leanne, who worked dedicatedly with me-- about the language of fundraising bids, how to answer funders' questions, how to calculate how much to ask for, presenting a budget, editing and refining applications and more. I also learned so much about how to tell our organisation's story and convey our impact as well as framing up a budget. Leanne was a delight to work with and so good at her job. I can't emphasise enough how beneficial this programme was.

# 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 helpline for partners and dependents
- Flexi time scheme allowing the claiming back of additional hours worked (where appropriate to role)
- 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 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**

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

# 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 AgeUKL&S. 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 AgeUKL&S!

I love working for Age UK Lewisham & 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 Age UKL&S, I had a goal to improve my professional skills, and I have certainly achieved this. AgeUKL&S 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 AgeUKL&S has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at CCL. 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

JOB TITLE:	Community Development Worker
REPORTING TO:	Fundraising Development Manager
LOCATION:	Catford Office (SE6 9SE), community visits and working from home
SALARY:	£29 500 pro rata
HOURS:	28 hours a week, opened to full time (35)
DURATION:	Permanent

## Purpose of job

To strengthen community groups and voluntary sector organisations who tackle loneliness and social isolation by making connections and building their capacity to access community resources and funding, with a particular focus on supporting smaller, volunteer-led groups. To support Social Prescribing colleagues internally and externally in finding out what groups and activities are available to Lewisham residents and building relationships with groups.

## Main Responsibilities

### 1. Building the capacity of the Voluntary and Community sector

- Supporting existing and aspiring groups to set and achieve their own development goals through coaching and motivational conversations
- Maximise the potential of community resources and groups to be self-sustaining, supporting them to attract the necessary resources and links to enable this.
- Proactively support group leaders to run their group more effectively and deal with issues they face, including publicity, funding, all aspects of good practice, policies and project evaluation. This might be through acting as a sounding board, coaching, providing information, delivering training sessions, connecting with other resources, etc.
- Building the resilience and solidarity of the sector by organising and promoting trainings, network meetings and other relevant events
- Maintaining a mailing list informing local stakeholders of the local provision and of any relevant joint working, funding and commissioning opportunities
- Plan and develop, with key stakeholders, appropriate actions to respond to the identified community needs

### 2. Supporting the wider Social Prescribing Team in Lewisham

- Inform Social Prescribers of the local provision, introduce them to groups as and when relevant



- Identify and collate comprehensive and up-to-date information on local community services, opportunities, and assets
- Identify gaps in community provision and collate them in an annual report

### **3. Linking the Voluntary and statutory sectors**

- Inform key local stakeholders of the state of the VCS and gaps in provision to advise commissioning
- Research inspiring projects in London and nationally to bring innovative ideas to Lewisham

### **All employees responsibilities**

- Meet legislative and regulatory requirements.
- Establish and maintain effective and efficient administrative systems, including use of database systems.
- Provide statistical information in relation to monitoring requirements.
- Contribute to the overall achievement of AUKLS mission and objectives.
- Provide a supportive working environment to all staff and volunteers.
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties.
- Attend staff and team meetings as requested.
- Undertake any other duties as determined by the CEO and Directors.

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
<b>Essential Personal Qualities</b>	<ol style="list-style-type: none"><li>1. Friendly, polite and patient.</li><li>2. Flexible and open to change.</li><li>3. Committed to the core aims and values of the organisation, including:<ul style="list-style-type: none"><li>• Working as part of a highly diverse staff and volunteer work force</li><li>• Putting service users at the heart of our work</li><li>• Being positive and proactive in difficult situations</li></ul></li><li>4. A positive approach to working with diverse communities.</li></ol>
<b>Essential Knowledge and Experience</b>	<ol style="list-style-type: none"><li>5. Experience of working with the voluntary and community sector.</li><li>6. Passionate about peer support and people with lived experience and residents leading change in their communities.</li><li>7. Commitment to creating more equitable communities, and to enacting the principles of justice, equity, diversity and inclusion.</li><li>8. Knowledge and understanding of safeguarding practices, and a commitment to keeping children and adults safe.</li><li>9. Experience of designing and implementing projects from idea to delivery.</li><li>10. Proven ability to meet outcome-based targets.</li></ol>

<p><b>Desirable Knowledge and Experience</b></p>	<p>11. Experience of implementing monitoring and evaluation techniques, evaluating and measuring the social impact of projects.</p> <p>12. Experience of delivering participatory workshops and training.</p> <p>13. Knowledge and understanding of co-design and co-production methods.</p> <p>14. Demonstrable track record of effectively supporting local community groups.</p>
<p><b>Essential Skills and Ability</b></p>	<p>15. Ability to build rapport with people from all walks of life and form strong and trusting relationships with a range of stakeholders.</p> <p>16. Ability to work in a fast-paced and changing environment, using initiative to solve problems.</p> <p>17. Ability to work collaboratively as part of a team.</p> <p>18. Excellent organisational and administrative skills.</p> <p>19. Ability to work flexibly and travel within Lewisham.</p>

### **Availability**

This post may require working on occasional evenings and weekends.



# Equity, Diversity and Inclusion

Age UK Lewisham and Southwark is committed to providing equal opportunities for everyone regardless of their background.

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 being LGBTQ+; people with experience of mental health problems; 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 Age UK Lewisham and Southwark supports flexible working.

Age UK Lewisham and Southwark is committed to inclusive and fair working practices, so during the application process we will:

- 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
- Declaration that they have the right to work in the UK and if applicable any restrictions on their 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. Please also ensure you complete the equal opportunities monitoring form and Criminal Record declaration.

Applications should be returned to us by 9am on 19th February 2024. Applications received after that time will not normally be considered for shortlisting.

Completed electronic applications must be sent to [recruitment@ageuklands.org.uk](mailto: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 shall not be able to contact applicants who are not shortlisted for interview.

Interviews will take place during the week commencing 19th February 2024. 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](#).