Lewisham & Southwark age UK

Recruitment Pack
Partnership Coordinator

In partnership with

Lewisham Foodbank
Together with Trussell

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.

Lewisham & Southwark age UK

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 Handyperson 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

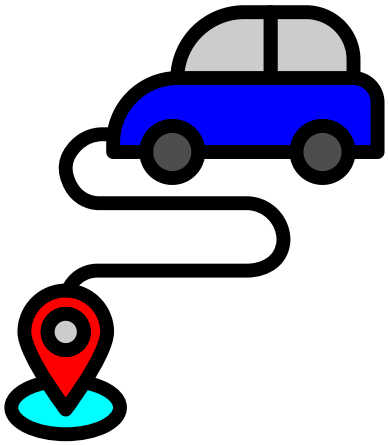
- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provide a toe nail cutting service.

Highlights

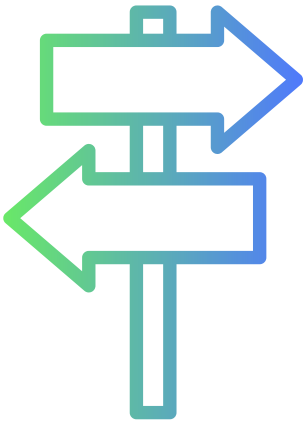
from the year 2024 - 2025 in Lewisham

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

Our Social Prescribing team provided one to one supported 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

Find out more about our Lewisham services on https://communityconnectionslewisham.org

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:	Partnership Coordinator
RESPONSIBLE TO:	Social Prescribing Project Manager
SALARY:	£29,074 per annum (Pro Rata)
HOURS:	21 hours per week: Monday - Friday 10am - 2pm
TERM:	Permanent contract
LOCATION:	Laurence House, 1 Catford Rd, SE6 4RU with some home working by agreement

PURPOSE OF ROLE

Partnership Coordinators are the face of the Community Connections Lewisham team. They provide valuable support to both clients and professionals, giving guidance and advice on a wide range of topics by referring or signposting to relevant services that are available in the community. They will be the face of Community Connections Lewisham at the neighbourhood hubs and will work alongside the rest of the team to represent Community Connections Lewisham in the Integrated Neighbourhood Team meetings. They play a crucial role in the triaging, coordination and effective administration of the entire Community Connections project and acting as a front door service to the rest of the voluntary sector.

The post is in partnership with Trussell who operate Lewisham Foodbank. The role will play an important part of supporting Lewisham residents to access the Foodbank and supporting people through a food crisis. Alongside issuing vouchers, the Partnership Coordinator will support residents to find other local support, services or groups that can improve health and wellbeing.

KEY RESPONSIBILITES

1. Front Door Service

- To be the primary contact point for the Community Connections Lewisham responding in a person-centred, flexible and empathetic way to enquiries from partners, professionals and the general public.
- To staff the Community Connections Lewisham phoneline, responding to enquiries from various audiences in a friendly and helpful manner.
- To regularly attend drop-ins at the Community Hubs in the four neighbourhoods, assisting clients seeking advice in a face-to-face setting in a confident, friendly and helpful manner.
- Engaging with referrers to give them an accurate image of what our service can provide in accordance with our projects criteria.
- To be responsible for maintaining and uploading accurate data onto our database following both referrals into the service and contact with service-users
- Being the first point of contact in Integrated Neighbourhood Team (INT) meetings - triaging referrals and ensuring that that the rest of the INT know what we are able to support with.
- Making referrals into the foodbank and advising on other sources of support to individuals who have accessed vouchers.

2. Key Partners

- To act as the primary contact for a sub-group of our Key Partners, comprising a mixture of local charitable organisations and London-wide statutory services,
- To organise and hold regular meetings, share service updates, present to their staff and/or client teams about the Community Connections service, and ensure appropriate signposts and referrals are made between organisations

3. Food Bank Project

- Assessment of the needs of the person in order to ensure the correct information is recorded on their Foodbank referral and they are given accurate information about food support that is available to them.
- Signposting information and referrals to internal and external support to be provided where appropriate. This will be delivered in a person-centred manner

4. Community Engagement

- Keeping a directory of community resources including a factsheet and the community directory up to date to be able to provide in depth and current information to clients as to what is available locally.
- 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.
- Taking part in meetings with local stakeholders to gather information as to what they provide and promote our service.
- Attending community events, drop ins and other community initiatives to promote our service and identify new service users
- Support our communications and fundraising.

5. 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.
- 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.

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
Essential Personal Qualities	1. Friendly, polite and patient 2. Flexible and open to change 3. Committed to the core aims and values of the organisation, including: ◦ 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
Essential Knowledge and Experience	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
Desirable Knowledge and Experience	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. Experience of managing a large case load of clients 12. Attending and contributing to multi disciplinary meetings
Essential Skills and Abilities	1. Skilled in the effective use of Microsoft Office, including Outlook, Word 2. Excellent organisational and administrative skills including time management with the ability to manage priorities within a busy working environment 3. Ability to think outside the box and find creative solutions 4. Emotional resilience and a strong understanding of boundaries - the role will involve working with many vulnerable adults who are struggling with issues around their mental health, disabilities and/or financial hardship 5. The confidence to present the project as and when required 6. 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 30th 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 during the week commencing 11th May. 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.