

Time & Talents Neighbourhood Care & Phonenumber Coordinator

Do you want to help build a world where no one feels lonely or left behind?

Do you care deeply about the welfare and dignity of older or vulnerable adults?

Do you have experience in social care or working with people with a wide variety of needs and abilities?

If you answered yes to all of the above, this could be the role for you!

We're looking for a Neighbourhood Care & Phonenumber Coordinator with experience and enthusiasm for older people to join a well-established and vital programme. The Neighbourhood Care & Phonenumber Coordinator reports to the Senior Manager – Older Adults & Volunteering and works in a team alongside the Neighbourhood Care Coordinator and the Befriending & Volunteering Coordinator.

This part-time post plays a vital role in supporting isolated older adults in the Bermondsey and Rotherhithe areas. If you are a good listener, compassionate, flexible and able to take initiative, this is a fantastic opportunity for you.

What we do

Time & Talents is a lively, busy community centre in the heart of Rotherhithe, London SE16. Set in a leafy heritage building, and 'T&T2', our second venue in Surrey Quays Shopping Centre, we offer something for everyone. With a history of 137 years of supporting people of all ages in Rotherhithe and Bermondsey, we bring people together for mutual support, fun and friendship, with a wide range of services and activities for older people and other adults, along with children and families' programmes and a range of volunteering projects.

The role

In this role, your key responsibilities will include:

- Supporting older people aged 60+ in Bermondsey and Rotherhithe: providing strength-based assessments of individual needs and support to help reduce loneliness, improve health and wellbeing and increase older adult's opportunities to connect to their local community.
- Facilitating a peer support network for carers of people with dementia.
- Delivering a shared phonenumber and inbox offering signposting support to older adults.

About you

You are passionate about the power of community, and particularly volunteers, to connect and support people, and you like to work in collaboration with others. You are methodical with demonstrable experience in supporting older or vulnerable adults, particularly able to show experience in working with volunteers to meet the needs of the community. You're flexible, accountable, take responsibility, are highly organised and skilled in multitasking and balancing priorities.

About us

We are an energetic, experienced, and passionate team of 17, with a strong sense of shared purpose and a lively sense of humour. You'll have the chance to make a big contribution to a growing, ambitious and innovative organisation which has doubled its reach and impact in recent years.

This role is 26 hours per week, with flexibility for regular evening and occasional weekend working.

Time & Talents is wholly committed to inclusion and diversity, and to building a culture and environment where everyone is appreciated for the unique person that they are. We actively encourage applications from a broad range of backgrounds and experiences.

If you would like an informal chat about the job, please email recruitment@timeandtalents.org.uk with your phone number and a suitable time for us to call.

The closing date is **09:00 Monday 30th September**.

To apply

All applications to be submitted online through CharityJob. Send a CV and a cover letter of no more than two sides of A4, explaining why you want the job and how your experience relates to the job description and person specification.

IMPORTANT: We'll use cover letters to assess applications alongside CVs. Please ensure you take the time to include a well-written cover letter as detailed above. We won't assess applications without one.

INTERVIEWS: Interviews will take place on Monday 14th October.

Time & Talents Neighbourhood Care & Phonenumber Coordinator Job Description and Person Specification

Purpose of the role

To support older people aged 55+ in Bermondsey and Rotherhithe: providing strength-based assessments of individual needs and support to help reduce loneliness, improve health and wellbeing and increase older adult's opportunities to connect to their local community.

To deliver a shared phonenumber and inbox offering signposting support to Older Adults.

Reports to: Senior Manager – Older Adults & Volunteering

Salary: £19,066 per annum (pro rata from £27,500 FTE)

Hours: 26 hours weekly (3.5 days)

Annual Leave entitlement: 25 days plus bank holidays (pro rata)

Pension: Matched contribution up to 5%

Term: 3 years

Probation: 6 months

Key responsibilities

- Ensure the smooth running of the Neighbourhood Care project through close working with the Neighbourhood Care Coordinator and Senior Manager – Older Adults & Volunteering
- Responsibility for allocation and case distribution of phoneline referrals
- Work with the Neighbourhood Care Coordinator to prioritise referrals and maintain the waiting list for new assessments
- Process new enquiries and referrals and supporting out-of-area Befriending referrals to reach the appropriate Ageing Well Southwark partner
- Develop and maintain knowledge and expertise relating to older people, from medical and social care to local issues and needs
- Write comprehensive assessments and agreed action plans with the clients
- Assess individuals to establish a set of interests, goals and risks involved in providing them with a befriending volunteer and participate in new activities
- Provide support for client to participate in other appropriate groups or services at Time & Talents through information sharing and close liaison with colleagues
- Liase with the Befriending and Volunteering Coordinator and Cycling Without Age worker in making an appropriate match for a befriending service as appropriate
- Working closely with health, adult social care, housing departments and voluntary sector organisations as well as liaising with referees
- Working with the Neighbourhood Care Coordinator to ensure that individual issues are followed up and delivering some one-to-one support where appropriate
- Administrate the programmes, maintain records, and contribute to the wider activities of Time & Talents such as events and fundraising
- Support the Management Team with producing monitoring and evaluation reports for funders

Additional Requirements

- Attend staff meetings, work proactively with the team, and contribute to the wider activities of the organisation
- To work with other staff on ad hoc projects and activities relating to your work
- Any other activities as deemed appropriate by the line manager
- Undertaking general tasks at the request of the line manager in order to maximise the smooth running of the charity and its work
- Providing cover for colleagues by agreement with the line manager in the event of staff sickness, leave, vacancies or other such temporary situations
- Taking appropriate responsibility under the Health and Safety at Work Acts and complying with all other Time & Talents policies
- Participation in evening and/or weekend events and meetings

Person Specification

	Essential	Desirable
Qualifications (academic, technical and professional)		NVQ or similar in social care or related field, or equivalent experience
Experience (work and tasks)	<p>Experience providing support or services to older people, preferably with a range of levels of need and working in a community setting</p> <p>Experience of social care environment and understanding the psychological, physical and social issues that may affect older people and their carers</p> <p>Experience of delivering and reporting on projects, preferably in the community setting</p> <p>Experience of Adult Safeguarding</p>	<p>Experience of workign in a person-centred way with vulnerable adults</p> <p>Experience of working with people who have dementia</p> <p>Gardening, DIY, Arts and Crafts, Music... anything that would add value to group facilitation and our offer at Time and Talents</p>
Skills (e.g. PC, driving)	<p>Excellent relationship-building and teamwork skills, both inside and outside an organisation</p> <p>Highly organised with excellent attention to detail and ability to multi-task, working to meet objectives and deadlines</p> <p>Excellent written English, numeracy, digital literacy and IT skills including MS Office and Office 365 with proven ability to learn new systems</p> <p>Ability to be self-sufficient - comfortable working remotely from some (or all) colleagues</p>	Full clean D1 driving licence
Competencies / behaviours	<p>Friendly, positive and personable manner with a high level of energy and enthusiasm</p> <p>Emotionally resilient, excellent interpersonal skills and ability to deal with wide range of people</p> <p>Strong affinity with the mission and values of Time & Talents and the voluntary and charity sector</p>	

COVID-19: the safety and wellbeing of our employees remains a top priority. Therefore, depending on Government restrictions on social distancing, office working and travel, there may be a requirement for some homeworking. You will therefore need to be willing and able to train/work from home and have good broadband access to do so.