

# Age UK Mid Mersey Recruitment Pack



Halton | Knowsley | St Helens | Warrington

Registered Charity Number 1003476 Registered Company Number 02625647

# About Age UK Mid Mersey

Age UK Mid Mersey is a local, independent charity that is a brand partner of Age UK. This means we operate under the Age UK brand name, but source our own funding and design and deliver our own services. We offer support to anyone aged 50+ living in Knowsley, St Helens, Warrington or Halton. We have been operating across Mid-Mersey since 2008, when Age Concern and Help the Aged merged to form what is now Age UK.

**Our Vision: Age UK Mid Mersey exists to promote improved quality of life and empowerment for people aged 50+ and their carers**

**Our Mission: To be enabling, caring, influential, proactive and to share our expertise**

## **Our Values:**

- **Continually Strive for Excellence**
- **Value, promote and protect the welfare of our beneficiaries**
- **Treat all people fairly, positively and with respect**
- **Always act with integrity**
- **Be transparent and accountable for our actions**

We put our values into action by independently speaking out on what affects people the most, campaigning to improve policy and attitudes in partnership with others & developing excellent local services to meet and fulfil unmet needs.



# A message from our Chief Executive



Hello and thank you for your interest in joining us at Age UK Mid Mersey.

Our vision is to do all we can to improve the quality of life of those aged over 50 and their carers.

If you join us, you will be part of an enabling and caring team, and will use your skills, experience and influence to improve later life for people living in the four Mid Mersey boroughs of Halton, Knowsley, St Helens and Warrington.

We are proud of the work we do delivering vital services to older people, enabling them to maintain their independence, live healthily, engage socially and stay connected to their communities.

However, we are not complacent. We know there is much more we can do and are determined to innovate and grow the range of support we offer in response to local need.

I feel very privileged to lead the team at Age UK Mid Mersey. I am immensely proud of the passion and dedication of all our colleagues who make such a significant difference in the lives of older people every day.

I hope you find the information in this pack helpful. It's been designed to give you a flavour of what working with us will be like and demonstrate why we would be a great place to work.

***Rachel McKernan***



**The Age UK Mid Mersey Team Annual Away Day 2024**



# Our Services

Our services and activities are centered around creating positive impact in four key dimensions of wellbeing in later life.

- Health
- Social Life
- Independence
- Connection

Our holistic Living Well approach recognises that each of these dimensions of wellbeing interact, strengthening and supporting each other to promote overall wellbeing and quality of life.

Our team of dedicated Living Well Officers work across all activities and services, ensuring that wherever older people access our services they receive a holistic, tailored response based on their needs and expressed preferences.

We work in partnership with, and receive funding from, Halton and St Helens Borough Councils to deliver holistic Living Well Support to older residents in these boroughs.

We have just been awarded funding from the National Lottery Reaching Communities Fund to develop and deliver Maintenance Cognitive Stimulation Therapy Groups in each of our boroughs.

**Our approach is underpinned by the New Economics Foundations evidence based “5 Ways to Wellbeing”**



## 5 WAYS TO WELLBEING



## Advice, Information & Signposting Service

Our flagship Advice, Information and Signposting service is the cornerstone of our Living Well Offer providing critical support for older people. Our Living Well Officers provide free, confidential, up-to-date information and advice for people aged 50 plus and their significant others.

### We do this by:

- Listening to the client's needs
- Explaining the choices open to them
- Supporting with the choices they make to address their issues
- If required, we act on their behalf

And – if we are not able to help, we will try to put them in touch with people who can help.

**“The Living Well Team have given me confidence to face difficult situations, they have been such great help to me - thank you”**

## Welfare Benefit Checks

By far the greatest number of enquiries we deal with relate to welfare benefit entitlements. We know nationally that £8 million goes unclaimed in welfare benefits for older people and that the continuing cost of living crisis and spiralling energy costs has meant many older people have struggled to make ends meet.

We undertake welfare benefit checks for clients and will also support those who need it with form filling, submitting claims and lodging appeals if necessary. Having support to navigate online forms or to find the right words to describe someone's worst days can be invaluable in facilitating access to entitlements.

**in 2024-25 we provided support to 316 clients resulting in additional annual income for clients of £458,020 in welfare benefits.**

## Maintenance Cognitive Stimulation Therapy

We are proud to have been awarded National Lottery funding to develop a Maintenance Cognitive Stimulation Therapy (MCST) programme in each of our four boroughs. MCST is a weekly group programme for people living with mild to moderate dementia or cognitive impairment. Group members take part in meaningful and stimulating activities, proven to help maintain memory and mental functioning. The groups provide a fun, supportive environment where people can build new friendships. Activities include: ·discussions, word games, quizzes, ·physical activities, creative and musical activities.

Cognitive Stimulation is the only non-drug treatment recommended to improve cognition, independence and well-being by the National Institute for Health and Care Excellence (NICE).



## Winter Warmth

Through our Warm Homes Project, we complete Home Energy Checks, supporting the most vulnerable and fuel poor older people in our boroughs.

We install energy efficient night lights, provide Winter Warmth bags and give tips and advice on keeping warm and saving energy.

## Community Consultation

Our established Older People Expert Panels in Halton and St Helen's ensure the views of older people are at the centre of all our activity, including service design, consulting on issues affecting older people and influencing policy makers locally and wider. We also continue to actively participate in multiple partner networks across all 4 boroughs.

## Our Social Groups

We host a range of groups every week offering the opportunity to socialise, access peer support and learn new skills. The groups are volunteer led with support from Living Well Officers.

## Digital Inclusion

Our Digital Champion programme aims to ensure older people are not excluded from the benefits of being engaged digitally. Although many older people fully embrace the digital world, evidence shows that digital exclusion increases with age. 29% of people aged 75 & over, do not use the internet. We provide personalised advice and guidance to help people get on line to do the things they want and need to do. We also loan laptops and tablets and can provide data if needed.

## Volunteering

Volunteering is the life blood of the voluntary sector – providing meaningful opportunities for volunteers to make a difference in their community, supporting their own wellbeing, whilst also creating benefit for the other people they support. Our amazing volunteers undertake a range of roles including:

- Group Support
- Digital Champion
- Admin & Reception
- Wellbeing Befrienders

“My favourite part about volunteering is getting together with the group and enjoying their company”



Runcorn Coffee & Chat



Upton Mens Group



Mixed Crafts



# Why work with us?

## We invest in our people

At Age UK Mid Mersey we know we are nothing without our people.

Our 3 year strategic plan includes commitments to invest in our employees and volunteers. In 2024 we undertook a complete review of our employee benefits, making significant improvements.

We also introduced new supervision and personal development planning processes to ensure our people are supported and encouraged to grow. We introduced a range of family-friendly and age-friendly policies to ensure our people can have a good work-life balance.

## We value our people

At Age UK Mid Mersey we want our team members to feel safe at work and to be given support and opportunities that allow you to flourish in your role. But don't just take our word for it, here's what our team has to say about life at Age UK Mid Mersey in our latest staff survey:

### **I feel safe at work**

*“For me, support is more than just about having appropriate policies and procedures in place but is about feeling safe to grow, learn, make mistakes, have a bad day, be heard and be seen”*

### **I feel valued at work**

*“I feel my contribution is valued. My manager actively asks for my view in different situations and I genuinely feel my views are considered”*

### **I trust the Leadership Team at Age UK Mid Mersey**

*“I believe we have a strong leadership team who are passionate about delivering high quality services for clients and ensuring staff have the right support and resources to do so”.*

### **I have a good work life balance**

*“I feel the organisation offer an excellent range of support that enable staff to have a good work-life balance, including good annual leave entitlements, contractual sick pay to take away the stress of being off sick and worrying about not being paid, flexible working options, part-time work, 9 day fortnights, flexibility to attend essential hospital appointments etc.”*

# Employee Benefits

At Age UK Mid Mersey our vision is to be the very best place to work. Our team members are offered a great range of benefits:

- A friendly supportive and inclusive culture
- Flexible working options including compressed working hours
- 35 hour full time working week
- 28 days annual leave entitlement (pro-rata for part time staff)
- Extra annual leave with length of service rising to 30 days a year (pro-rate for part time staff)
- Option to purchase additional annual leave
- A range of special leave entitlements, including caring, dependant, compassionate and parental leave
- Contractual sick pay from day one of employment
- A comprehensive induction and training package
- Regular supervision and personal development opportunities
- Employee discounts - including a Blue Light Card and “Tickets for Good”
- BUPA Employee Assistance Programme for all team members including: 24/7 confidential mental wellbeing helpline, Financial and legal helplines to get you the support you need, sessions with a qualified counsellor over the phone and free information on a range of topics a range of wellbeing topics.

***On top of all these benefits, you will also have the opportunity to make a real difference to the lives of older people in your community, empowering them to live their best later life. If you like the sound of that then we could be the perfect fit for your next career step.***



### **Charity Name**

Age Concern Mid Mersey

### **Charity Number**

1003476

### **Company Number**

2625647

### **Registered Office**

The Mansion House

Victoria Park

City Road

St Helens

Merseyside

WA10 2UE

## **Key Management Personnel**

### **Rachel McKernan**

Chief Executive Officer  
(Appointed November 2023)

### **Shelley Brown**

Director of Operations  
(Appointed January 2024)

### **Jane Brown**

Living Well Services Manager  
(Appointed November 2023)

**@AgeUKMidMersey**



[www.ageuk.org.uk/midmersey](http://www.ageuk.org.uk/midmersey)

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