

# Recruitment Pack

Southwark Facilitator



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### ‘Improving life for older people in Lewisham and Southwark’

#### **Equal Opportunities & Valuing Diversity**

Age UK Lewisham & 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, and sexual orientation will not be tolerated. If you would like to see a our full Equal Opportunities & Valuing Diversity Policy please contact [recruitment@ageuklands.org.uk](mailto:recruitment@ageuklands.org.uk)

#### **Privacy Policy**

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: <https://www.ageuk.org.uk/lewishamandsouthwark/privacy-policy/>

# About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs.

## **Our Purpose and Vision:**

To improve the lives of older 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:**

Our work is shaped by 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:**

Our overall aims and values are reflected in our current 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

# 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.

Applications should be returned to us by **9am on 28 October 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.

## Interview Process

Interviews will take place during the **week commencing 4 November 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.

# Job Description

<b>POST:</b>	Southwark Facilitator
<b>RESPONSIBLE TO:</b>	Independent Living Services Manager
<b>SALARY:</b>	£27,009 per annum pro rata
<b>HOURS:</b>	21 hours per week
<b>CONTRACT:</b>	8 months fixed term

**BACKGROUND:** Age UK Lewisham and Southwark (AUKLS) is a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark. AUKLS enjoys an open and participative working environment. We work to our core values which include being fair and equal as a service provider, employer and partner. 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.

AUKLS strives to provide a supportive working environment for all staff and volunteers ensuring that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

## **PURPOSE OF JOB:**

To work in partnership with community organisations, health and social care and statutory services to provide a social prescribing service to individuals over the age of 50, and/or self-identifying as a carer of an older person living in the London Borough of Southwark.

The role will be based at our Healthy Living and Learning Centre – aka the Yalding Day Centre – in Bermondsey (which also acts as a “Warm Space” during the winter months), to be able to form relationships with clients who attend the Centre, as well as working from our Stones End Day Centre, from partners' sites across the borough, in clients' homes and in other venues that clients' might choose.

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.

This post holder will work alongside colleagues from Age UK Lewisham and Southwark (AUKLS), as well as with colleagues from our COPSINS partners.

## **KEY TASKS**

1. To be the key point of contact for older people and carers looking for community support to meet identified needs
2. To provide people with information to assist them to make use of informal or community resources and where appropriate, involve family, carers, friends and community networks
3. To coordinate the client's access to services, making sure the person agrees and is clear on what will be provided, when and at what cost
4. To work with the Information and Advice service to assist clients with form filling and signposting for financial support
5. To work as part of a team to effectively coordinate and administer the Handyperson Service: taking and managing referrals from older people and other agencies; booking appointments and keeping accurate records of service payments

6. To log incoming enquiries received in person, by email and by telephone
7. To manage incoming referrals and a rolling caseload of clients
8. To be responsible for recording and collating service statistics, including follow-up and outcomes for monitoring purposes
9. To build and maintain effective relationships with community partners, the NHS and Southwark Adult Social Care, working collaboratively and flexibly to meet the aims of the service and service users
10. To maintain links and communications with COPSINS partners and other AUKLS service staff to share learning and good practice
11. To undertake research into resources and services that people may wish to use, and share that information across the teams and partnerships
12. To provide information in a way that is accessible to both the individual being supported and also colleagues in health and social care, through adapting communicating styles as appropriate
13. To work with a person-centred and strengths-based approach, putting the clients' choices first, recognising their strengths and that the best outcomes are when clients are supported to achieve autonomy and independence
14. To ensure the work of the project evolves to reflect learning as directed by the Independent Living Services Manager
15. To undertake outreach activities to promote the services of Age UK Lewisham and Southwark, notably our Facilitation ("community referral") and handy person services
16. To be computer literate and administratively self-supporting
17. To keep accurate records, present case studies and perform other administrative duties as appropriate, including maintaining an up to date diary and work schedule
18. To undertake community based (including, as appropriate, home visits) and office-based visits with clients
19. Attend multidisciplinary meetings with statutory and voluntary sector partners

#### **ORGANISATIONAL RESPONSIBILITIES**

- 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
- To participate in networking activity at local and national level, by agreement with the CEO
- Attend staff and team meetings as requested
- Undertake any other relevant duties as determined by the CEO or your Line Managers

#### **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 at a pace that is suitable for them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

# 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. Drive, energy and enthusiasm</li> </ol>
<b>Essential Knowledge and Experience</b>	<ol style="list-style-type: none"> <li>5. Good understanding of the needs of and issues affecting older people and carers</li> <li>6. Good understanding of person-centred and strengths-based approaches</li> <li>7. Good understanding of confidentiality and safeguarding adults</li> <li>8. Good working knowledge, experience and understanding of administration systems including working with databases</li> </ol>
<b>Desirable Knowledge and Experience</b>	<ol style="list-style-type: none"> <li>9. Understanding of the challenges that local charities may face</li> <li>10. Experience of working or volunteering with vulnerable adults</li> <li>11. Experience of delivering community-referral (social prescribing) services</li> <li>12. Experience of strength-based working and motivational interviewing</li> </ol>
<b>Essential Skills and Abilities</b>	<ol style="list-style-type: none"> <li>13. Excellent interpersonal skills, including:           <ul style="list-style-type: none"> <li>• Ability to listen and communicate well, including with people who may have communication difficulties</li> <li>• Ability to work with professionals from other services and partner organisations</li> <li>• Ability to work collaboratively as part of a team</li> </ul> </li> <li>14. Ability to use initiative appropriately</li> <li>15. Ability to identify risks and respond appropriately</li> <li>16. Excellent organisational and administrative skills, including:           <ul style="list-style-type: none"> <li>• Resources and time management</li> <li>• Ability to set and manage priorities within a busy office environment</li> <li>• IT skills including internet, email, spreadsheets and databases</li> <li>• Literacy and numeracy skills at levels which will enable the post holder to keep accurate records, time sheets and reports if applicable</li> <li>• Strong attention to detail</li> </ul> </li> <li>17. Ability to learn rapidly</li> <li>18. Ability to travel within Southwark and Lewisham</li> </ol>

The postholder must agree to undertake a DBS check if it is deemed necessary for the role.