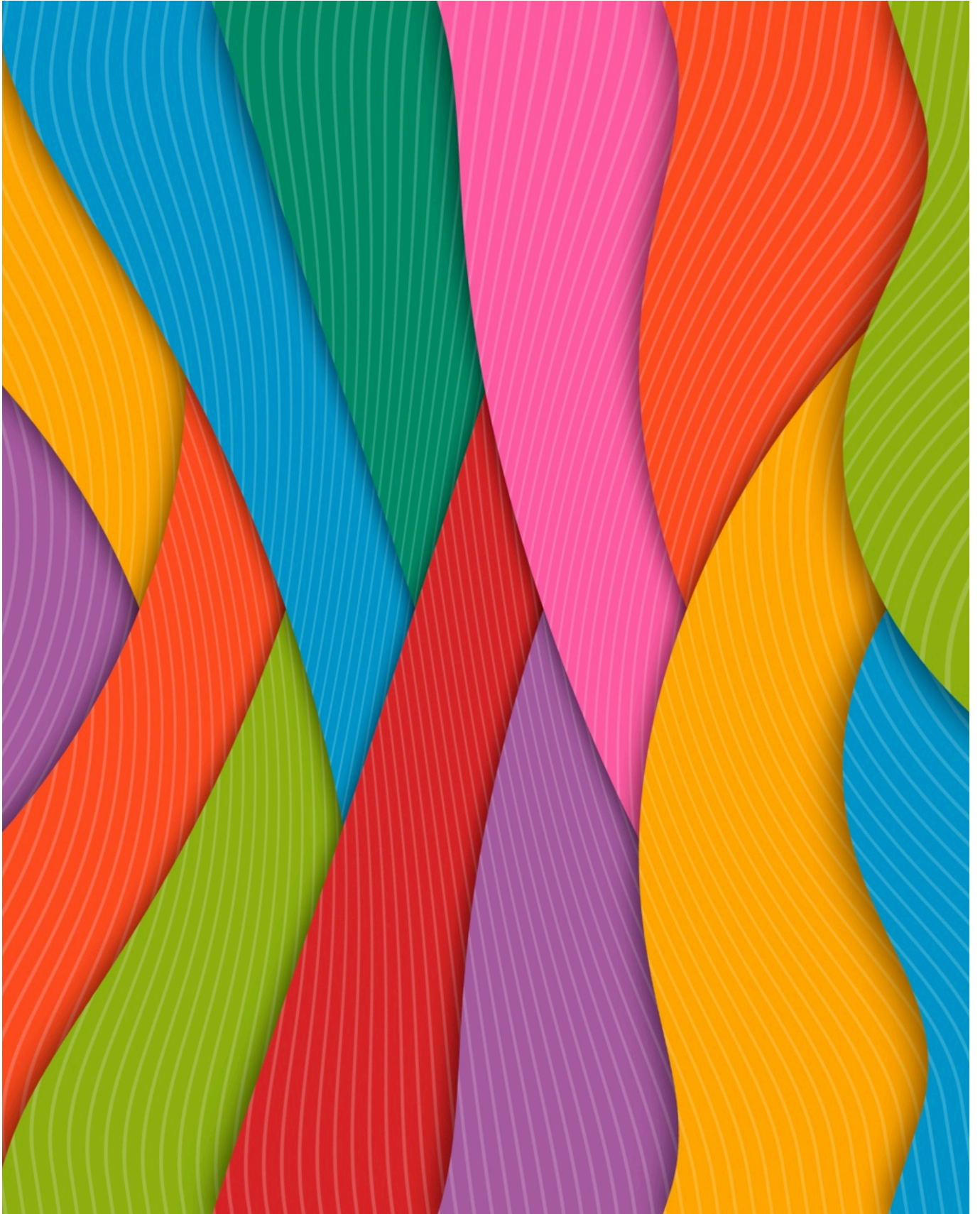


Job Pack



Age Friendly Coordinator



This pack contains the following sections:

- **About Age Friendly Melksham CIC**
- **How to apply**
- **Role description and person specification**
- **Application form**

About Age Friendly Melksham CIC

Age Friendly Melksham is an independent local not-for-profit organisation. The Board of Directors are planning on gaining charitable status for the organisation by the end of 2020 .

Our Vision

An Age Friendly Melksham, where all people know that they belong, feel supported and valued. Together we can make Melksham a place where people feel that they are part of the community and it is not just where they live.

We believe that by working with partner organisations, agencies and authorities we can help every resident in our community to live fulfilled lives where they feel included and can contribute towards the community.

We can't do this alone, our role is to work with colleagues and develop an open, inclusive work practice where everyone's contribution is celebrated.

Eventually, we would like to see a community where every person feels loved, every voice is listened to, and every demographic feels represented.

Our Mission

Our mission at Age Friendly Melksham is to facilitate everyone's participation in society. We believe that every person has a role to play in our community, where their age is simply a number not a hurdle. Working with friends, colleagues, peers and professionals we want everyone in our community to be involved, heard and valued.

Our Aims and Objectives

- To support people who are "trapped" in their homes in the Melksham Community Area through infirmity, mobility or other reason to live involved and fulfilled lives by providing support with shopping, home maintenance and social isolation.
- To develop, support and encourage social activities for people in the community, providing a signposting service to the various clubs, societies and venues in the Melksham Community Area.
- To encourage inter-generational work in the community and helping to develop an environment where age, whatever it is, is not a barrier to participation.
- To promote and encourage the community of Melksham to develop its Age Friendly Status.

How to apply

Candidates are requested to complete the enclosed application form, or to complete the online version available on the organisation's website.

On the application form is space for a supporting statement giving candidates the opportunity to detail how they meet the person specification. Candidates are advised to structure their supporting statement in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Jon Hubbard

jon@afmelksham.org.uk 07876 611388

Please note that all applications must be submitted on the application form enclosed in this pack, or available on the organisation's website.

Closing date for applications: Midnight, Friday 17 July 2020

The Role:

Age Friendly Coordinator

Hours – 24 hours per week, £14,400 - £15,600 (£24,000 - £26,000 FTE)

Some evening and weekend working required

Role Purpose

Age Friendly Melksham is seeking to appoint an Age Friendly Coordinator to oversee the on-going development and coordination of a program of volunteer-led community activities for older and socially isolated people that connect the public with their communities and improve health and wellbeing.

Specific Duties

- Oversee the on-going development of an inclusive volunteer program that offers a range of diverse and challenging volunteer roles.
- Coordinate all aspects of the volunteer journey from recruitment, selection, safeguarding, induction, placement to ongoing support and supervision.
- Facilitate a bespoke training program for volunteers that provides a range of opportunities to develop and learn.
- Promote a positive environment for volunteers ensuring regular communication and forums for discussion.
- Coordinate and administer the befriending service delivered by Age Friendly Melksham as part of the Melksham Covid-19 Community Support and Recovery Programme.

General Duties

- Use marketing tools such as outreach, social media and newsletters to promote our volunteer program.
- Develop and maintain links with local community groups and other organisations and businesses in order to recruit and support volunteers.

- Work with others to identify where and what volunteers are required by our services and match opportunities from potential volunteers.
- Act as a central point of contact for volunteers and for the coordination of volunteering inquiries.
- Ensure that volunteer inquiries and applications are responded to and progressed in a timely fashion.
- Organise the recruitment, screening, induction and ongoing development of volunteers.
- Conduct DBS checks on potential volunteers as part of the screening process
- Support the Board, colleagues and partner organisations to work effectively and cooperatively with volunteers; including the provision of occasional awareness-raising sessions to ensure good practice across the organisation.
- Keep accurate volunteer records maintaining a database of volunteers using Breathe HR, and (together with service staff) deal with the administration associated with volunteers.
- Be the lead in volunteer recognition during National Volunteer Week.
- Monitor and review volunteers ensuring they receive sufficient support, have opportunities for feedback and get to achieve their goals.
- Provide reports and monthly statistics and monitor performance against our key objectives.
- Comply with our policies and procedures relating to volunteers including health and safety and safeguarding.

Responsible to: Services Director Based at: The Canberra Centre, 56a Spa Road, Melksham SN12 7NY

Main Duties and Responsibilities (role profile)

Management of Age Friendly Melksham's participation in Melksham Covid-19 Community Support and Recovery programme

- Directly manage and lead AFM's participation in the Melksham Community Support scheme and ensure that delivery meets requirements of grant and commission funded programmes
- Work with colleagues from partner organisations to ensure the continued smooth delivery of services
- Work with colleagues and use data to develop a long-term development plan for befriending, support and guidance services at Age Friendly Melksham CIC.
- Recruit, train and support befriending volunteers
- Monitor outcomes and quality of services, service users and volunteer experience

Championing, developing and coordinating volunteering opportunities

- Develop and deliver an organisation-wide volunteering plan
- Coordinate a high-quality volunteer induction, training and engagement programme including personalised development plans for volunteers
- Maintain an up-to-date, accessible volunteer database to manage and monitor volunteer recruitment, deployment, and support and support colleagues to use this effectively
- Develop and deliver a programme of promotional activity that maximises Age Friendly Melksham CIC's profile, reputation, and relationships in relation to volunteering, and ensures a consistent pipeline of high-quality volunteers
- Keep up to date with changes in legislation, policy and practice as they affect the work of Age Friendly Melksham CIC's volunteers
- Produce and review policies, procedures and guidelines for volunteers and oversee effective use
- Devise and oversee evaluation of impact of volunteers in the charity, adopting a 'continuous improvement' approach
- Take responsibility for safeguarding, security, and risk management relating to volunteering, ensuring that compliance activity is carried out and recorded
- Champion equality and diversity as a cornerstone of good practice in volunteering
- Actively promote the impact of volunteering internally and externally

Creating and maintaining a network of groups and organisations that will provide enrichment opportunities for people's lives in the Melksham Community Area

- Working with partners and local councils, identify and document groups and organisations that are providing services and activities for people in the Melksham Community Area and maintain the AFM database system with this information
- Oversee the updating of the AFM website with this information, ensuring it is presented in an accessible format and can also be easily provided to those without online access
- Create and maintain relationships with fellow professionals and volunteers leading other groups and organisations providing activities and support for people in the Melksham Community Area
- To establish and promote partnership working with local businesses
- Attend, where appropriate, network opportunities to update and inform on the continuing work of Age Friendly Melksham CIC

Management Duties

- Be a fully participating member of the Leadership Team, working with colleagues to identify opportunities for innovation, efficiency, and improvement.
- Champion and demonstrate through action a commitment to the Vision and Mission of the CIC, supporting and challenging others to do the same
- Work in partnership with the Directors and Volunteer Fundraiser to identify and secure funding to run the CIC
- Make decisions and judgements, and problem solve to address challenges, within agreed boundaries, identifying and implementing changes that improve outcomes
- Regularly report on plans, activity, impact and insight, to the Directors and the wider organisation
- To undertake any other duties within the competence of the post holder as may be required from time to time for the smooth running of Age Friendly Melksham CIC
- To carry out the duties of the post in accordance with Age Friendly Melksham CIC's policies and procedures including: Equality and Diversity, Health & Safety, Confidentiality, Complaints, Data security, Safeguarding Adults at Risk
- Attend staff meetings, supervision, training and development
- Participate at Age Friendly Melksham CIC events including occasional weekend and evening activity
- Undertake other general duties as may be deemed necessary by Age Friendly Melksham CIC

Person Specification

Please base your supporting statement on this person specification

Management of Age Friendly Melksham's participation in Melksham Covid-19 Community Support and Recovery Programme	Experience of working in services for vulnerable people, with a demonstrable ability to communicate with a wide range of users of those services	E
	Experience of recruiting, supporting and training volunteers	E
	Proven track record of working on own initiative, solving problems creatively	E
	Excellent interpersonal skills including good listening skills and the ability to influence and motivate volunteers	E
	Experience of carrying out needs assessments with users of services	D
	Experience of working to agreed delivery targets, monitoring outcomes, project evaluation and report writing	D
	Experience of managing a database system, such as Lamplight, to coordinate volunteers and service users	D

Creating and maintaining a network of groups and organisations that will provide enrichment opportunities for people's lives in the Melksham Community Area	Highly capable of managing multiple priorities and stakeholders	E
	Excellent organisational and record keeping skills, with experience of using data management tools to monitor and manage information	E
	Experience of promoting a service or product demonstrating its benefits to achieve agreed engagement goals	E
	Excellent interpersonal skills, with the ability to coach, support and influence colleagues to achieve shared goals	E
	Experience of maintaining a database of relevant organisations and being able to extract information relevant to a given need	D

Championing, developing and coordinating volunteering opportunities	Good experience of planning and project management with evidence of positive outcomes	E
	Good level of capability in using research and insight from a wide range of sources to inform and deliver best practice	E
	Experience of supporting and/or coaching others to develop good practice, processes and resources that support quality and effectiveness of delivery	E
	Skilled in conducting evaluation to understand impact, using outcomes to recommend developments and improvements	E
	Good knowledge and understanding of safe working practices for volunteers, including personal safety and safeguarding	E
	A demonstrable commitment to equality and diversity and understanding of good practice in this area	E

Management Duties	Experience of problem solving and making decisions and judgments based on sound analysis	E
	Experience of supporting and supervising the work of others (peers, volunteers, and/or direct reports)	E
	Experience of acting as a member of a management team	D
	Experience of managing a budget and operational plan, providing reports and updates to internal stakeholders at all levels	D

Additional Skills	Highly competent with electronic communications, word processing, spreadsheets and databases	E
	Highly motivated and flexible, reliable, and good team player with the ability to work independently	E
	A demonstrable personal commitment to the Mission, Vision and Values of Age Friendly Melksham	E

Application for Employment

CONFIDENTIAL



Position you are applying for

About You

Title First Name Last Name

Address

Town/City
Postcode
Mobile Phone
Daytime Phone
Evening Phone
Email

Do you hold a valid UK driving licence **Yes** **No**

Completing your application form

Read through the information you have been sent and, in particular, study the advertisement, job description and person specification

Complete all of the sections as fully as possible. If any information requested is not applicable to you then please state this in the relevant section

Please do not enclose a Curriculum Vitae (CV). You are asked to complete the application form in full. It is acceptable to provide additional relevant information in support of your application in "additional information" section of this form

Secondary/Further Education

Schools, colleges etc	Level of exams	Subjects, with grades
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Higher Education

University or college	Date from/to	Qualifications	Grades
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Voluntary or unpaid work

Please tell us about any voluntary or unpaid work you are doing now or that you have done in the past

Name of voluntary organisation

Position held From / /

Reason for leaving To / /

Brief description of duties

Name of voluntary organisation

Position held From / /

Reason for leaving To / /

Brief description of duties

Name of voluntary organisation

Position held From / /

Reason for leaving To / /

Brief description of duties

Current Employment

Please indicate if you wish to be consulted prior to an approach being made to your current employer for a reference; if you are selected for this post, a reference will be sought from this employer.

Current Employer	<input type="text"/>		
Position held	<input type="text"/>	From	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Reason for leaving	<input type="text"/>	To	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Brief description of duties	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		

Previous Employment

Please start with the most recent and work backwards, ensuring that all periods of time are accounted for and any gaps in employment are explained. You may attach an additional sheet if required

Employer	<input type="text"/>		
Position held	<input type="text"/>	From	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Reason for leaving	<input type="text"/>	To	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Brief description of duties	<input type="text"/>		
	<input type="text"/>		

Employer	<input type="text"/>		
Position held	<input type="text"/>	From	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Reason for leaving	<input type="text"/>	To	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Brief description of duties	<input type="text"/>		
	<input type="text"/>		

Employer	<input type="text"/>		
Position held	<input type="text"/>	From	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Reason for leaving	<input type="text"/>	To	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Brief description of duties	<input type="text"/>		
	<input type="text"/>		

References

Please provide the names of two referees; one from a current employer and one from an individual who has known you for over two years and is not a relative. If you are retired or not currently in employment, one reference should come from

Name	<input type="text"/>	<input type="text"/>
How you know them	<input type="text"/>	<input type="text"/>
Organisation	<input type="text"/>	<input type="text"/>
Position held	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>	<input type="text"/>
Phone	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>	<input type="text"/>

Disclosure and Barring Service (DBS) checks

All eligible posts in England involving work with vulnerable groups, including children, will require a Disclosure and Barring Service (DBS) check.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

Under the Rehabilitation of Offenders Act 1974, you only have to declare unspent convictions. However, if the post for which you are applying is one which is an exception under this Act and is eligible, we will ask anyone who is provisionally offered a position/role for an up-to-date criminal record check from the DBS which may provide information about convictions, cautions, reprimands and final warnings which might otherwise be regarded as spent. If this is the case it will be clearly indicated in the advertisement and job description.

Self disclosure of criminal record information

The criminal record information you are required to provide as part of this form is not used for shortlisting purposes. However, if you are shortlisted for interview, your self-disclosed criminal record information will be discussed with you if the interview panel feel it is relevant to the job for which you are applying.

Criminal record information is dealt with in accordance with the charity's Disclosure & Barring Service Code of Practice (available on request).

If you have lived, studied or worked overseas in the last five years for a period of three months or longer you will be required to obtain a Certificate of Good Repute (also referred to as a Statement of Good Conduct) from the national embassy of the country/countries you have

resided in to verify that you did not receive any convictions whilst living there. We would only expect an applicant to arrange for a Certificate of Good Repute after an offer of employment is made. The cost of this would be met by the applicant.

Please read the question below, related to information about criminal records

If the answer to the question is “Yes”, please provide details of offences, penalties, dates and the country in which they occurred, or of allegations made against you, in a sealed envelope marked with your name, the post name and the job reference number. Attach this to your completed application form.

Do you have any unspent convictions, cautions, reprimands or warnings? Yes No

Your right to work in the UK

We have a legal obligation to check that individuals have a right to work in the UK before we employ them. Please confirm that you have a right to work in the UK and that you have documentary evidence for this (either a British passport or visa). You will be asked to bring this with you if you are called for interview.

“I confirm that I have a right to work in the UK and that I have documentary evidence for this.” Yes No

Access requirements for applicants with a disability

We will take all reasonable steps to remove any barriers you may otherwise face when attending interview.

Do you have any access requirements that we need to be aware of if you are invited for interview?

Equality and Diversity Statement

It is the aim of Age Friendly Melksham CIC to recognise and encourage the valuable and enriching contribution that people from all backgrounds and experiences bring. We believe that all individuals should be treated on the basis of merit and without prejudice. Age Friendly Melksham CIC therefore, aims to provide a service to the community that actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, class, disability, ethnicity, gender, political affiliation, sexual orientation, gender reassignment, faith, part-time worker, language, union activity, and an individual's health status. We will strive vigorously to remove conditions which place members at a disadvantage and will actively challenge bigotry and discrimination.

Age Friendly Melksham CIC believes in fairness and equity and values diversity in all its dealings, both as an active member and contributor to the Melksham Community and as an employer. Age Friendly Melksham CIC aims to embed its equality and diversity values into every day practice, policies and procedures so that equality and diversity becomes the norm for all.

Age Friendly Melksham CIC is made up of people who represent the diversity in our community. We recognise, respect and value that diversity and will strive in all we do to serve the interests of our community. We will also strive to become an organisation that reflects the diversity of the residents in the Melksham Community Area.

Declaration

By signing this declaration you are agreeing with the statements below, which may be referred to in the future.

I confirm that all the details I have provided in this application form are correct, and that I have not deliberately withheld any relevant information;

I have not attempted to influence an employee of Young Melksham in connection with this application;

I understand that deliberately providing false information, failing to disclose relevant information or attempting to influence the recruitment process unfairly may lead to my application being rejected, any offer of employment (whether paid or unpaid) being withdrawn, or actual employment (whether paid or unpaid) being terminated;

I give consent for Young Melksham to be given details of my attendance record over the last two years, including periods of sickness and other absence and the reasons for them, for reference purposes and held in accordance with the Data Protection Act 1998;

I note that the information provided on this application form may be held, further processed or verified in accordance with the Data Protection Act 1998

Name

Signature

Date

Returning this application form

Return your completed application form and self declaration form to:

The Directors
Age Friendly Melksham CIC
The Canberra Centre
56a Spa Road
Melksham
SN12 7NY

Or you can scan and email your completed application form to jon@afmelksham.org.uk