



Social Enterprise Coordinator

Information for Applicants

September 2024

Dots...
Delivering Options through Tailored Solutions



Better
PHYSICALLY



Better
EMOTIONALLY



Better
CONNECTED



**Improving the
lives of Older
People living
in Ballymena,
Larne and
Carrickfergus**

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Who we are?

Mid & East Antrim Agewell Partnership

(Agewell) is an award-winning charity whose aim is to improve the lives of Older People aged 50 years and over, living in the areas of Ballymena, Larne and Carrickfergus, using a partnership, community assets based approach.

Since its inception, the charity has grown in strength and now supports a membership of over 75 community groups as well as over 2,000 individual Older People from all over Mid and East Antrim, through a variety of health and wellbeing services and initiatives.

Our vision

Our vision is for Mid and East Antrim to be a place where everyone can actively 'age well' together, being involved, heard and valued.

We listen to Older People's lived experience to pursue opportunities that will improve health and wellbeing for the ageing population in our community now, and in the future.

Looking towards the future

As we continue to expand our services across the Mid and East Antrim area, we are looking for talented and passionate individuals to join our team.

We are delighted to present this pack, and now invite applicants to apply for the following position:

Social Enterprise Coordinator (Fixed Term)



Our Programmes

Agewell deliver a range of projects including;



Ageing Well Services

We work in partnership with Mid & East Antrim Borough Council Community Planning Partnership to support the delivery of the 'Good Morning' telephone befriending service in each of the areas, as well as an Older Person's Handyman service for small home repairs.



IMPACTAgewell®

IMPACTAgewell® is our innovative, community led approach to integrated care. It has been developed and delivered by a wide range of healthcare practitioners including GPs, Community Pharmacists, Social Work teams and Commissioners, thanks to funding from The Dunhill Medical Trust and The Health & Social Care Board.



Connect North

We partner with Age NI to deliver the Connect North Service for Mid and East Antrim which is funded by the Northern Health & Social Care Trust. Connect North is a holistic Social Prescribing service for the Northern Trust area which aims to support adults aged 18 years and above and living in or registered with a GP in the NHSCT area who are experiencing social, emotional or practical issues which are affecting their health & wellbeing and require assistance from a Link Worker to determine appropriate supportive services.



Health and Wellbeing Projects

Agewell also run a variety of small but vital projects relating to the health and wellbeing of Older People in our area. Recently, examples of these have included; 'Healthy Steps to Ageing' – a Building Community Pharmacy Project, Creases for Carers – a door to door ironing service for Older Carers, Building Flourishing Friendships – a face to face befriending service for the most vulnerable in relation to loneliness and isolation.



Community Engagement and Support

As a charity we work extensively with local statutory and voluntary partners in community support. Part of our work involves supporting the numerous community groups in the area.

HOW CAN WE SUPPORT YOU?

ONE PHONE CALL CAN OPEN MANY DOORS



Speak to an Agewell Team Member
on 028 2565 8604



Individual Support

- IMPACTAgewell
- Connect North Link Worker
- Counselling Service
- Financial Wellbeing
- Creases For Carers Ironing Service



Personal Security

- Nuisance Call Prevention
- Scam Savvy Text Alert Service



Home Safety

- Handyperson Service
- Keysafes
- Home Repairs
- Grab Rails
- Fire Safety Check Referrals
- Crime Prevention Referrals



Befriending

- Good Morning Telephone Befriending
- Building Flourishing Friendships Face-to-Face Befriending



Community Support

- Advice & Guidance
- Training & Mentoring
- Capacity Building



Publications

- Ageing Well Magazine
- Annual Calendar
- Health & Wellbeing Information



Social Connections

- Safe Social Club
- Agewell Members' Events
- Signposting to Local Groups

Job Description

This role represents an exciting new chapter in our charity to ensure the sustainability of Agewell through the creation of a Social Enterprise arm of Agewell.

In line with our strategic plan, we are in search of an energetic and passionate individual to coordinate the services of our Social Enterprise –Dots , which will revolve around the everyday needs of Older People. Older people have told us that they would like to be able to pay for services which could support them to live at home independently, such as, cleaning support, companionship, accompanying someone to appointments or collecting groceries etc.

Working closely with the Agewell team the ideal candidate will be an organised and innovative thinker who thrives on providing solutions which meet social care needs for Older People, helping them to be better physically, better emotionally and better connected, while generating profits for our Charity.

Job Title:	DOTS Social Enterprise Coordinator
Location:	Broughshane House, 70 Main Street, Broughshane, Ballymena, BT42 4JW
Responsible to:	Executive Director
Salary:	£ 27,852 pro rata
Working Hours:	21 hours per week initially, however, willingness to work flexible hours is essential
Annual leave	25 days per year plus 12 public holidays pro rata
Additional info:	Access to Company Vehicle for work purposes

Job Purpose:

- the coordination, support and development of the day-to-day operations and staff team of DOTS (Delivering Options through Tailored Solutions) social enterprise activities to contribute towards the sustainability of Agewell.
- providing guidance and leadership in the development and delivery of effective and innovative practical services for older people.



Key Accountabilities and Responsibilities ⁸

- To develop and coordinate innovative and practical community-based home services for Older people of the highest possible quality
- Ensure the smooth running of the service on a day-to-day basis and seek continual improvement by reviewing client and volunteer feedback
- Collaborate with the Senior Leadership Team to ensure the delivery of planned financial targets by working within agreed budgets and timeframes
- Ensure appropriate and robust contracting with clients and manage contracts accordingly
- Ensure staff are fully conversant with and adhere to all Agewell policies and procedures, relevant legislation and regulations
- Take lead responsibility for the development, implementation and review of service standards
- Coordinate staff rotas to ensure optimal coverage and efficient allocation of resources
- Participate as required in the recruitment and selection of staff
- To develop the skills, competence and capacity within the staff team
- Supervise and motivate the home care team to achieve set goals and deadlines through regular support, supervision, and appraisals
- Publicise, market and promote Dots services through a variety of mediums

Monitoring and Review

- Provide the Senior Management with regular, timely reports in line with organisational and external requirements
- Ensure internal quality processes are in place and working effectively and undertake service evaluations to develop and build on learning
- Take overall responsibility for health and safety and Vulnerable Adult safeguarding processes in home care services

Supervision Received

- Direct Supervision by an Executive Director

Working Practices

- Represent Agewell as a credible ambassador and build relationships and networks.
- Operate at all times in a way that is consistent with Agewell's philosophy, values, and legal responsibilities in general, including health and safety legislation and guidance, and specifically the Equal Opportunities Policy.
- Promote the aims, principles, policies, interests, and well-being of the organisation, and protect its integrity and reputation.
- Keep abreast of legislation, national and local policies, and concerns relevant to our work.
- Take personal responsibility for skills and standards, ensuring that essential training and development needs are met.
- Perform any other reasonable duties consistent with the responsibilities of the post as requested by Senior Management.



Encouraging work life balance

- 37 days paid annual leave (including bank holidays), pro-rata for part-time
- Increased annual leave entitlement, based on length of employment
- Smart working options (with the opportunity to work remotely)
- Flexible working options



Caring for you and your family

- Generous sick pay entitlement
- Opportunity to accrue Time off in Lieu
- Benenden Health cash plan to help offset the cost of health care for you and your family
- Enhanced leave for new parents
- Free access to a confidential independent counselling service
- Additional Mental Health Leave Days
- Special leave options (such as up to 3 days paid leave for domestic or personal emergencies a year)
- New family-friendly benefits, including paid leave: In the event of miscarriage or still birth, to support fertility treatments or adoption process and for antenatal appointments for both parents
- Company Maternity and Adoption Pay
- Shared Parental Leave Policy



Enriching your life at work

- Personalised development plans with a wide range of training courses and opportunities to source additional training options
- New, modern offices that embrace working together both in-person and remotely
- Various opportunities to influence how we internally operate
- Collaborative working days
- Active and supportive internal employee networks for collaboration and peer support
- Two days paid leave a year to volunteer for other local charitable causes



Thinking about your finances

- Auto Enrolment in our Workplace pension with Employer contributions at 3%
- Business Expenses and Mileage
- Benenden Health cash plan to help offset the cost of health care

Person Specification

Essential Criteria	Desirable Criteria
Qualifications <ul style="list-style-type: none"> Minimum 5 GCSE's Grades A-C 	<ul style="list-style-type: none"> Business Studies/Health/ Social Care Qualification
Experience <ul style="list-style-type: none"> At least 3 years' experience of leading a team in a supervisory role At least 2 years' experience of managing budgets Relevant experience of successful programme delivery Experience of problem solving and negotiation 1 years' experience of coordinating staff/volunteer rotas 	<ul style="list-style-type: none"> Experience of working in the Community and Voluntary Sector in Northern Ireland Proven track record of recognising and developing new business opportunities
Knowledge and Skills <ul style="list-style-type: none"> Understanding of the needs of Older People and the challenges they face in day to day living Excellent verbal and written skills, including the ability to communicate effectively at all levels Excellent team member with ability to work independently Highly organized with the ability to work on own initiative under minimal supervision Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages Ability to work under tight deadlines and demonstrate flexibility with priorities. A flexible approach to working hours and duties to meet the needs of the social enterprise Knowledge and understanding of the management of the health and safety of the people we support, staff and volunteers 	
Circumstances <ul style="list-style-type: none"> Full Clean Driving License Ability to work evenings and weekends on occasions 	



How to Apply

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Applications will only be accepted on the official application form.

Attached CVs will not be considered, either in lieu of the application form or in conjunction with it.

It is the responsibility of the applicant to ensure that they submit **both**:

1. Application Form
2. Equal Opportunities Monitoring Form

It is the responsibility of the applicant to ensure that they send their completed Application Form and Equal Opportunities Form to recruitment@meaap.co.uk.

The closing date for applications is noon on Friday 4th October 2024

It is anticipated that interviews for this role will take place week commencing Monday 7th October 2024.

Applications received after this time and date will not be accepted.

We look forward to hearing from you and wish you all the best in your application and the process ahead.

For any queries, please contact recruitment@meaap.co.uk

Mid & East Antrim Agewell Partnership is an Equal Opportunities Employer



Mid & East Antrim Agewell Partnership collects and processes personal data relating to job applicants as part of our recruitment process. We are committed to being transparent about how we collect and use that data, and to meeting our data protection obligations.

This notice sets out the basis on which we collect, use, and disclose the personal data of our job applicants, as well as your rights in respect of such personal data.

What information does the company collect and how?

Agewell collects a range of information about you, including:

- your name, address, and contact details, including email address and telephone number;
- details of your qualifications, skills, experience, and employment history;
- information from interviews and phone screenings you may have;
- information about your current level of remuneration, including benefit entitlements;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health, and religion or belief.

We may collect this information in a variety of ways. For example, data might be contained in application forms (including when these are sent to us as part of speculative applications or queries), obtained from your passport or other identity documents, or collected through interviews or other methods of assessment.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you.

Data will be stored in a range of different places, including on your application record, in our HR management systems, and our email system.

Why does Agewell process personal data?

Agewell collects and processes your data for a number of purposes and where we have a legal basis to do so, as follows:

- Agewell has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process.
- Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment, and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims.

We will not use your data for any purpose other than the recruitment process of which you are a part.

Who has access to data?

Your information may be shared internally within the company for the purposes of the recruitment process. This includes members of the HR team, interviewers involved in the recruitment process, and managers in the business area with a vacancy.

We will not share your data with third parties unless your application for employment is successful and an offer of employment is made. We will then share your data with former employers in order to obtain references.

In addition, we may need to share your personal information with a regulator or otherwise to comply with the law.

How does Agewell protect data?

Agewell takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our personnel in the proper performance of their duties.

For how long does Agewell keep data?

If your application for employment is unsuccessful (including when you have speculatively applied to us in respect of a role which is not available), we will hold your data on file for 6 months. At the end of that period, your data is deleted or destroyed (unless we need to retain it for longer to exercise or defend any legal claims).

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which employee data is held will be provided to you in a separate privacy notice.

Your Rights

As a data subject, you have a number of rights under data protection law. You can:

- access and obtain a copy of your data on request;
- require Agewell to change incorrect or incomplete data;
- require Agewell to delete or stop processing your data, for example, where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Agewell is relying on its legitimate interests as the legal ground for processing; or
- ask us to transfer your data to another organisation.

If you believe that the company has not complied with your data protection rights, you can complain to the Information Commissioner's Office.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Agewell during the recruitment process. However, if you do not provide the information, we may not be able to process your applic


Mid & East Antrim Agewell Partnership


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 www.meap.co.uk

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