



WE'RE MAKING
GREATER MANCHESTER
AGE-FRIENDLY

2019

Kickstart – Community Services Assistant

Hours – 25 hours

Salary – National Minimum Wage

Rationale

'Wythenshawe Good Neighbours is embedded in the Manchester Age friendly Strategy, helping to make Wythenshawe a better place to go older through building resilience, connecting community and sharing knowledge, we are an award-winning project working collaboratively with local free spaces to provide social and creative activity. With older people in the lead, their friends, families, carers and neighbours, WGN is working towards supporting older people to access social and creative activities across Wythenshawe. Your enthusiasm, warmth and compassion are a fundamental part of your work with WGN. Supporting the staff & volunteer team in facilitating, coffee mornings, lunches, trips out, walking activity, answer the phones, updating our website and social media accounts, administration support for our advisory group and office. You will be outgoing, enthusiastic and have a heart for your community. We are a small staff team, and this will be an ideal starter vacancy for someone who wants to work in the health and social care world, whatever role they see themselves doing in the future as the opportunities are there to get involved with all aspects of our exciting organisation.

Main Duties and Responsibilities

- To support the delivery of Wythenshawe Good Neighbours social eating and activity programme, preparing food and drinks, liaising with venues, booking in service users, purchasing any materials etc.
- Support our Befriending service
- Support the delivery of our newsletter, cake and welfare check
- To staff our information, advice and guidance service by email or phone
- To provide support to our service users for basic form filling
- To answer general email and telephone queries
- Have a caseload
- Support the updating of our website and social media
- Support the promotion of all our services through regular publicity, marketing and social media
- To support the administration and monitoring of the project as per funders requirements.
- To support the updating of our service user and volunteer database.
- Provide administration support for our Advisory Group



Person Specification – Community Services Assistant

The majority of the qualifications, experience, knowledge, skills and abilities listed below are all desirable. However, GCSE English and Maths (A-C) or (9-4) or equivalents are essential. We understand that this could be a first job for you and may have left education without all relevant qualifications. We will work with Groundwork to provide training to perform all aspects of the role.

Factor	Essential (E) Desirable (D)	Interview (I) Application Form (AF)
Qualifications 1. GCSE English and Maths (A-C) or (9-4) 2. Demonstration of this level	E E	AF AF
Experience 1. Project Delivery 2. Microsoft Office Suite 3. Social media platforms - Twitter, Facebook, Instagram 4. Working with older residents aged 55+	D D D D	AF/I AF/I AF/I AF/I
Knowledge 1. Knowledge of social and legal framework around services for older people including The Care Act 2. Working knowledge of how community initiatives work and how management committees are structured 3. Knowledge of local health and care services both statutory and voluntary	D D D	AF/I AF/I AF/I
Skills and Abilities 1. Ability to communicate effectively with older people from diverse backgrounds 2. Ability to communicate effectively with volunteers and other third party organisations 3. Good time management 4. Ability to work in a fast moving and reactive environment 5. Ability to work flexible hours with some evening and weekend work with notice given.	D D D D D	AF/I AF/I AF/I AF/I AF/I