



Barnet Churches Action,  
117 Fitzjohn Avenue,  
Barnet,  
Hertfordshire,  
EN5 2HR

## **JOB DESCRIPTION: SENIORS OUTREACH WORKER (& ASSISTANT MANAGER)**

Good remuneration package, commensurate with experience.

Annual salary increase approx. 3%.

The charity maintains salary rates within national guidance figures and London Living Wage structure.

### **Role**

To develop the work with elderly people at Hope Corner Community Centre by organising and overseeing services, activities and events that will benefit and support recipients, enabling the charity to succeed in its strategy of reaching more seniors, better.

### **Main responsibilities**

- Provide a welcome for seniors during opening hours at Hope Corner Community Centre
- Advise, organise and train staff and volunteers in interactions with seniors who visit the centre, especially café staff who are often the first point of contact.
- Run the existing Lunch Club, which meets most weeks in the centre.
- Oversee the Lunch Delivery service to vulnerable seniors.
- Provide regular reports to trustees and (where appropriate) funding organisations on the seniors' work.
- Identify special needs of seniors and signpost services that will benefit them (e.g. ESOL classes, Lunch Delivery, digital inclusion).
- Launch, organise and advertise creative events for seniors that promote mental stimulation (e.g. Arts/Craft, Healthy Cooking, Book Club).
- Organise occasional outings to local places of interest/entertainment (maximum three per year) and social events at the centre (maximum two per annum)
- Manage and train a team of senior volunteers to help with activities and events.
- Plan and implement a Seniors Neighbourhood Network, which can link and support 100 seniors and monitor their general wellbeing (with Data Protection Officer).
- Provide training and guidance to volunteers on befriending and helping seniors recruited to the Neighbourhood Network (with Centre Manager).
- Assist the Centre Manager (*see collaborative responsibilities below*)

### **Additional managerial responsibility (as Deputy Manager)**

To cover for the Centre Manager in their absence and assist in the day to day running of the community centre and assist the Centre Manager with the following:

- Drop-in activity for seniors by helping identify any needs and triaging suitable responses, including contact and referral to relevant organisations and services and providing advice where appropriate.

- Assist seniors who require help with form filling and applications.
- Work with Centre Manager and Trustees to implement and maintain all Policies for the centre.
- Aid the trustees in making applications for funding seniors' events and projects by providing data and feedback on the seniors' activities.

### **Collaborative responsibilities**

- Launch and oversee a Computer Basics class for seniors, run in conjunction with a local provider (e.g. Barnet Rotary Club, Age UK), taking bookings and advertising sessions.
- Assist the centre's Digital Champion in identifying and assisting seniors who may be digitally excluded, due to lack of equipment, knowledge and digital infrastructure.
- Explore areas of support and relief for voluntary, elderly carers, in conjunction with organisations such as Barnet Carers.
- Explore partnerships with other groups offering complementary services for seniors, including shared resources and joint events, in particular, providers of dementia support and care.
- Explore reciprocal links and publicity opportunities with other providers of services, activities and events for elderly people.
- Explore ways of providing financial support for seniors such as a CAP money course (in association with Christian Against Poverty – local debt centre) or Citizens Advice Bureau services.
- Organise awareness sessions for seniors through links that the charity's trustees have with reputable local businesses/professionals – e.g. financial planning and accounting, legal advice, property advice, insurance.