

RLS Activity Coordinator



Role Overview

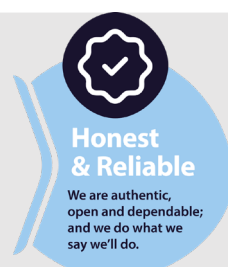
Enable, support and deliver a varied programme of activities and events for customers in YHG's Older People's Schemes, ensuring all service users have opportunities to engage and be involved, and all activity supports the achievement of Your Housing Group's vision and is reflective of older peoples' aspirations.

This post is subject to a BASIC DBS check

RESPONSIBILITIES

- Encourage, enable and support customers to organise and lead their own activities, events and interest groups.
- Working closely with customers, develop and produce a regular and varied programme of activities, events and interest groups, including those arranged and led by customers.
- Ensure the programme and content of activities, events and interest groups is appealing, engaging, accessible, diverse, inclusive and holistic, and all customers have opportunities and are encouraged to participate.
- Ensure all activities, events and interest groups are promoted appropriately to maximise attendance, including use of accessible and appropriately branded and designed materials, and ensure physical and digital noticeboards are up to date and well presented.
- Ensure all activities, events and interest groups are organised and delivered safely, with due regard to risk assessment, health and safety and safeguarding.
- Encourage and enable customers to access appropriate support to attend activities, events and interest groups, in line with assessed need (e.g. being accompanied where required).
- Engaging with older people in the wider community, promoting the facilities and activities at the scheme location to external groups and the third sector.

Our values



Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Provide an excellent customer service, ensuring value for money principles are followed and that all activity supports the achievement of the Group's vision and values, and is reflective of older people's aspirations.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to build positive relationships with a diverse range of people
- ✓ Strong attention to detail
- ✓ Strong IT skills e.g. Microsoft Word, PowerPoint
- ✓ Ability to work alone and organise workload and work collaboratively as part of a team
- ✓ Clear and articulate communication skills, both written & verbal

ESSENTIAL REQUIREMENTS

- ✓ Knowledge and experience of delivering activities to a customer group
- ✓ GCSE Maths and English (or equivalent)
- ✓ Knowledge and awareness of health and safety and risk assessment
- ✓ Knowledge and awareness of safeguarding

BENEFICIAL TO THE ROLE

- ✓ Knowledge and experience of delivering activity programmes within an older people's service setting / environment
- ✓ Experience of delivering excellent customer service