

JOB DESCRIPTION

JOB TITLE:	Good Morning Call Support Worker
Responsible to:	Chief Executive, AGE North Down & Ards (AGEnda)
Location:	24 Hamilton Road, Bangor, BT20 4LE
Hours:	20 hours a week
Salary	£10.30 per hour

SUMMARY OF POST

The Good Morning Call (GMC) Support worker is a part-time position based in the Bangor office. This position is to facilitate and coordinate the delivery of the Good Morning Call service and help keep older people safe, well connected and living in their own homes.

Main Responsibilities

- Provide high quality administration to the service & make calls to clients when required e.g. using customised online software & Microsoft Office Packages
- Dealing with client referrals
- Ensuring effective operation of systems and procedures
- To input GMC client data onto appropriate recording systems and ensure these systems are accurate and up-to-date at all times.
- Supervision of volunteers engaged in the GMC service
- The role requires a high level of organisation and teamwork
- Creating reports on the service delivery as instructed to by Line Manager
- Key holder of the building

General

- Full current driving license and access to car insured for business use during working hours or access to a form of transport to meet the travel requirements of the post.
- Meet the Access NI requirements.
- AGE north down & ards is an equal opportunities employer and all staff are expected to adhere to the Equal Opportunities Policy throughout the course of their employment.
- This job description is not definitive or restrictive and will be open to modification to meet changing needs.
- Fixed term contract until March 2024.

JOB SPECIFICATION

The job specification provides information on the qualifications, experience, knowledge and skills required to carry out the duties of the post.

The essential criteria will be used for shortlisting and as part of the selection process.

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Qualifications	<ul style="list-style-type: none"> • 5 GCSE including English & Maths Grade C & above or equivalent. 	<ul style="list-style-type: none"> • NVQ or Diploma Level qualification in Business and Administration
Experience, Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • At least 1 years' experience of working in an office environment in the last 5 years • Excellent computer skills e.g. Microsoft Office, Microsoft Excel & Word • Ability to work within a team to deadlines & prioritise workload effectively • Experience of updating & maintaining spreadsheets and databases. • Experience in data capture & analysis • Excellent oral and written communication skills • Excellent customer service skills • Excellent excel skills and attention to detail and accuracy • Knowledge of GDPR & experience working with confidential information • Experience of handling queries 	<ul style="list-style-type: none"> • Knowledge of the community and voluntary sector • Working with volunteers and older people • Experience in the promotion and marketing of community & voluntary sector services • Ability to do Talks & Presentations to e.g. Groups, Organisations • Knowledge of the local area and the support networks available to older people
Additional Requirements	<ul style="list-style-type: none"> • Respect confidentiality at all times and adheres to AGE north down & ards policies & procedures. • To undertake any other duties as required. • Reliable & Punctual • The Candidate needs to be flexible to cover annual leave/sickness. • Meet the Access NI requirements. • Full current driving license and access to car insured for business use during working hours or access to a form of transport to meet the travel requirements of the post. 	

The selection panel reserves the right to enhance the shortlisting criteria to facilitate the process when necessary.