

Yorkshire Housing Role Profile

Job title:	Activity Coordinator	Leader of others:	N/A
Reports to:	Team Manager - Schemes	Contract type:	Agile
Business Area	Customer Experience	Car Allowance	Yes
Budget holder?	N/A	DBS Required	Yes

Job purpose

To work primarily from independent living scheme/s to provide a varied and appropriate programme of social and educational/training activities in conjunction with YH colleagues, community partners and customers.

Playing a key part in promoting the community spirit within independent living schemes, helping make them desirable places to live and visit, integrating them with their local communities and addressing social isolation. Maintaining an inclusive, welcoming, stimulating, friendly and participatory environment.

Key responsibilities

- Coordinate a varied programme of activities suitable for older people, with a variety of needs, both designing and working with customers to co-design and develop activities that will be valued by participants.
- Responsible for the planning, organisation and publicity of events. On brand and advertising of events through collaboration with YH comms team where required.
- Actively encouraging customer participation and where appropriate participation from other groups e.g. relatives and general public.
- Support volunteers from within and outside schemes to facilitate activities and support for participants.
- Liaising with customer committees with regards to fundraising activities and maintaining effective links for this purpose with the local community.
- Be visible and offer activities to all schemes within area of responsibility.
- Forecast, plan and effectively communicate events at all schemes.
- To regularly attend scheme and customer committee meetings.
- Provide visibility to management team of schemes (in the form of an events calendar).
- Keep accurate up to date records of activity and outcomes and produce social value returns that are across multiple outcomes.
- Keep accurate up to date recording quarterly of all financial transactions with regards to customer participation.
- To create activities that are self-sustaining in order to utilise budgets for larger value-added purchases.
- Responsible for risk assessing activities ensuring an accurate record of all assessment is kept.
- Be a central point of contact for all activities in schemes ran by customers, colleagues and partners.
- Work in partnership with local community groups and service providers to maintain and encourage an active community.

- Promote the services that are on offer in the scheme more widely to YH colleagues to raise the profile schemes profile. i.e Central.
- Promote the services that are on offer in the scheme more widely to raise the profile of the schemes and make them desirable places to live.
- Carry out other duties that may reasonably fall within scope.

What you'll bring to the role

The main things:

- Being customer focused or as we say at YH "Customer Obsessed" with a friendly, approachable and empathetic approach to planning and delivering social activities.
- An ability to listen to and relate to older/vulnerable people. Understanding the challenges they may face accessing and participating in activities.
- Excellent communication skills and interpersonal skills. Demonstrating empathy, sensitivity and diplomacy.
- Good Knowledge and experience in IT such as MS Word, PowerPoint, Outlook and other packages.
- Organised, proactive and self-motivated with the ability to work independently without supervision, as well as with colleagues and other partners, managing and prioritising your own workload.
- Flexibility and adaptability, particularly with regard to working hours in line with Hub, Home and Roam principles.
- Knowledge of health and safety issues including risk assessment.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- An understanding of Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
- Full UK driving licence and access to a car for business purposes.

It would be a bonus if you have:

- Knowledge of local resources for older people.
- Experience of working with people with a variety of needs including but not limited to dementia and/or reduced mobility.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:

September 2024