



IMPACTAgewell®

Project Officer

Information for Applicants

Role Pack

Improving the lives of Older People in
Ballymena, Larne & Carrickfergus.



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WHO ARE WE?

Mid & East Antrim Agewell Partnership (MEAAP) is an inter-agency based partnership aimed at improving the lives of Older People aged 50 years and over, living in the areas of Ballymena, Larne & Carrickfergus.

In July 2013 MEAAP successfully secured funding from The Big Lottery Fund to launch our first flagship project, 'Ageing Well and Reaching Out'. Since then, the charity has grown in strength and now supports a membership of over 120 community groups as well as individual Older People from all over Mid & East Antrim through a variety of health and wellbeing services and initiatives.

OUR VISION

MEAAP's vision is for "Mid & East Antrim to be a place where everyone can actively 'agewell' together, being involved, heard and valued".

MEAAP listen to Older People's lived experience to pursue opportunities that will improve health and wellbeing for the ageing population in our community now, and in the future.

WHAT IS IMPACTAGEWELL®?

IMPACTAgewell® is a innovative model of community led integrated care which uses an asset based community development approach based on the social determinants of health. IMPACTAgewell® has grown from working with six GP Practices in 2017 to a partnership of 19 in 2021 with plans for more scale and spread in 2022.

The IMPACTAgewell® Officer works with IMPACTAgewell® locality hub teams including General Practitioners, Community Pharmacy and Northern Health & Social Care Trust Staff to provide empathetic and sensitive emotional support to older people with long term health conditions via a personalised health and wellbeing action plan when appropriate. We will connect them to internal and external services, supporting independence and improving quality of life.

LOOKING TOWARDS THE FUTURE

As we continue to expand our services across the Mid & East Antrim area, we are looking for talented and passionate individuals to join our team. We are delighted to present this pack, and now invite applicants to apply for the following position: *IMPACTAgewell® Project Officer*.

OUR PROGRAMMES

MEAAP run a range of projects including;



Ageing Well Services - We work in partnership with Mid & East Antrim Borough Council (MEABC) Community Planning Partnership to support the delivery of the 'Good Morning' telephone befriending service in each of the areas, as well as an Older Person's Handyman service for small home repairs.



IMPACTAgewell®

IMPACTAgewell® is our innovative, community led, social prescribing programme which has been developed and delivered by a wide range of healthcare practitioners including GPs, Community Pharmacists, Social Work teams and Commissioners, thanks to funding from The Dunhill Medical Trust and The Health & Social Care Board.



Community Navigator Service

We partner with Age NI to deliver the Community Navigator Service which is funded by the Northern Health & Social Care Trust (NHSCT). This service allows us to work much closer with the NHSCT teams, and offer Older People and their families/carers as well as Health Care Professionals and statutory agencies the opportunity to secure information on the wide range of support that is available via the community/ voluntary sector as well as join the dots between agencies.



Health and Wellbeing Projects

MEAAP also run a variety of small but vital projects relating to the healthcare wellbeing of Older People in our area. These have included; 'Healthy Steps to Ageing' – a Building Community Pharmacy Project designed to support Older People identified as needing support and more recently, in light of the COVID-19 pandemic, we have developed projects which will help Older People gain access and connect to the digital world.



Community Engagement and Support

As a charity we work extensively with local statutory and voluntary partners in community support. Since the start of the COVID-19 pandemic, work in this area has expanded to include emergency response helplines for those shielding, the co-ordination of volunteers for essential grocery and prescription delivery, meal deliveries to vulnerable people and friendship groups for older people living in their own homes as well as online intergenerational activities for local care home residents.

OUR WORK AND IMPACT

We work to support Older People in our community, engaging with care homes, community groups and directly with members of our community through our services, ensuring the voices and needs of the Older People in our area were upheld and protected.



58,786 Good Morning Calls Made



395 Handyperson Visits Made



19 Different Funders



19 GP Practices involved in IMPACTAgewell®



5,000 Diverse Community Calendars distributed



19 IMPACTAgewell® Community Partnerships



Engaged with 138 Community Groups



381 new IMPACTAgewell® Referrals



Engaged with 24 care homes

IMPACTAGEWELL® VISION

Our vision is to improve the quality of life for older people, now and in the future, by providing them with person-centred services that will put their wellbeing and social needs on a par with their medical needs.

IMPACTAGEWELL® AIMS

"Involving many to prescribe alternative care together."

The aims of IMPACTAgewell® are to:

- Put older people at the heart of what happens.
- Improve health & wellbeing outcomes that matter most to the older person.
- Build knowledge & diversity within health & social care support.
- Develop and sustain integrated, valued & safe partnerships.
- Reduce cost of health & social care support.

IMPACTAGEWELL® IMPACT



19 Partnerships



**Delivered in
Larne, Ballymena
and Carrickfergus**



**1872 Referrals
to date**



Evidence Based



Join the dots

Mid and East Antrim Agewell Partnership are recruiting for two IMPACTAgewell® Project Officer posts.

Post 1 is based in the Carrickfergus Area supporting Carrick GP surgeries with hybrid working with 1 day in Ballymena Office

Post 2 is based in Ballymena supporting GP surgeries in the Ballymena area with hybrid working

Job Title	IMPACTAgewell® Project Officer
Hours	35 hours per week over 5 days
Salary	SCP scale point 12 – 16 (£22, 571- £24,432 per annum)
Report To	IMPACTAgewell Team Leader
Annual Leave	20 days per year, plus 12 public holidays.

WHAT IS MEAAP?

Mid and East Antrim Agewell Partnership is an older people's charity working across Mid and East Antrim. We support people to age well through a variety of community development led projects. This is a small but mighty community and voluntary organisation where our Vision: *"To Improve the lives of older people particularly those most vulnerable, in our community using a partnership model involving the community".*

We are about listening to other older people and hearing what is important to them. We are an organisation very keen on action – we see opportunities, not obstacles.

You will form part of the wider MEAAP team as an IMPACTAgewell® Officer.

WHAT IS IMPACTAGEWELL®?

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JOB PURPOSE

The IMPACTAgewell® Officer work with IMPACTAgewell® locality hub teams including General Practitioners, Community Pharmacy and Northern Health & Social Care Trust Staff to provide empathetic and sensitive emotional support to older people with long term health conditions via a personalised health and wellbeing action plan. When appropriate, connect them to internal and external services supporting independence and improving quality of life.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- To manage a caseload of service users from associated GP surgeries.
- To visit the service user in their own home and support them in developing a personalised health and wellbeing plans based on the Social Determinants of Health.
- Ability to hold difficult and emotional conversations with older people experiencing life changes.
- To connect service users to relevant support networks and community partnerships.
- To liaise with all the multi-disciplinary members of the IMPACTAgewell® Locality Hub to generate referrals, manager service user's cases and to work closely with all members to establish effective working relationships.
- To chair the IMPACTAgewell® Locality bi-monthly hub meetings with partners attending.
- To construct and keep case files and databases up to date and be able to provide monitoring information as requested by the Team Leader.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES (CONTINUED)

- To positively promote the service and promote the strategic growth to the public external agencies, community partners, statutory bodies and regional and national conferences through networking and presentations.
- To maintain records in line with all relevant legislation including GDPR and to adhere to all relevant MEAAP policies.
- To carry out any other reasonable duties required by the Lead Partner.

GENERAL

The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of the post as allocated by your Team Leader as part of working in a small team to deliver the projects for MEAAP from time to time.

- To adhere to existing work practices, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems
- To demonstrate their commitment to MEAAP by their regular attendance and the efficient completion of all tasks allocated to them
- It will be necessary to work with information technology and associated systems in accordance with MEAAP Policies and Procedures
- To co-operate with MEAAP in complying with relevant health and safety legislation, policies and procedures, in the performance of the duties of the post
- To carry out duties and responsibilities of the post in compliance with MEAAP's equal opportunities policies
- To maintain confidentiality and observe data protection and associated guidelines where appropriate

At MEAAP we pride ourselves in being able to offer exciting opportunities and training to staff members to allow them to work on their professional development within the organisation.

The Person Specification

ESSENTIAL CRITERIA

Qualifications

- A recognised 3rd level qualification in health promotion, allied health profession or community development work, with 1 years' experience of working in the field of health and / or community development
OR 3 years' full time experience of working in the field of health and / or community development.
- Proven experience of working with a client centred context.
- Previous experience of working in a hub environment.

Skills and abilities

- Ability to work sensitively in difficult emotional circumstances with empathy, compassion and understanding.
- A professional approach and ability to work independently, planning and delivering casework expectations to a high level.
- Team working skills with flexible and adaptable 'can do' attitude to work.
- Ability to manage a diverse caseload on a day to day basis.
- Knowledge of a person-centred approach or innovative models of working with people at times of lifestyle change.

ESSENTIAL CRITERIA (CONTINUED)

Circumstances

- Full driving licence and access to a car for business purposes or access to a form of transport that will meet the travel requirements of the post. Mileage is covered from base for work related trips.
- Ability to work evenings and weekends if required.

Desirable criteria

- Previous experience within a charity.
- Experience of assessing and identifying the health & wellbeing needs of older people.
- Knowledge and understanding of service provision for older people provided by statutory and voluntary agencies including MEAAP, local older people groups and health & social primary and secondary care services.
- Knowledge and understanding of care planning and assessment best practice.

The post holder will be subject to an enhanced Access NI check.

MEAAP is an equal opportunities employer.

The Recruitment Process

HOW TO APPLY

Applications will only be accepted on the official application form.

Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.

It is the responsibility of the applicant to ensure that they upload the:

1. Application Form and
2. Equal Opportunities Monitoring Form

It is the responsibility of the applicant to ensure that they send their completed application form and Equal Opportunities form to hrofficer@viablecs.org.

The closing date for applications is Thursday 5th May 2022 at 12 noon

Applications received after this time and date will not be accepted.

Interviews will be held on **16th May 2022**.

We look forward to hearing from you, and wish you all the best in your application and the process ahead. For any queries please contact hrofficer@viablecs.org.

1. Introduction

Mid & East Antrim Agewell Partnership (MEAAP) is a "data controller". This means that we are required under data protection legislation to notify you of how we will collect and process your personal data relating to job applicants as part of our recruitment process. This notice will explain how we collect your personal data, its use, storage, transfer and security. We will also explain what rights you have in relation to how we process your personal data. It is important that you read this notice, together with any other privacy notice we may provide during your employment. So that you are aware of how and why we are processing your personal data. We may update this notice at any time.

2. Data Controller obligations

We are required by law to ensure that when processing any of your personal data that it is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept in a form which permits you to be identified for only as long as necessary for the purposes we have told you about.
- Kept securely.

3. Information we collect about you

- Your name, salutation, addresses, contact numbers, and personal email addresses.
- Date of birth.
- Gender and religious background.
- Identification documentation -Copy of driving licence, passport etc
- Documentation relating to your right to work in the UK
- Copies of right to work documentation
- References and other information included in or cover letter or as part of the application process.
- Records of your previous employment (including job titles, work history, working hours, training records and professional memberships and salary details)
- Information from interviews you may have

4. Collection of Data

We may collect this information in a variety of ways. For example, data might be contained in application forms (including when these are sent to us as part of speculative applications or queries), obtained from your passport or other identity documents, or collected through interviews or other methods of assessment or an employment agency.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you.

Personal Data is kept in personnel files or within MEAAP HR and IT systems.

5. Usage of your personal data

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- To process your application and to help us decide whether to make an offer of employment to you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

6. Purpose for using your personal data

We may process your data for the following purposes:

- Making a decision about your recruitment or appointment.
- AccessNI checks.
- Determining the terms on which you work for us.
- Checking you are legally entitled to work in the UK.
- To prevent and detect fraud.
- Equality and diversity monitoring.

How we process "special categories" of more sensitive personal information

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Trade union membership (only where you have mentioned this in your application e.g. where you list being a union representative in "positions of responsibility").
- Information about your health, including any medical condition, health and sickness including pre-employment screening.

- We only collect criminal conviction data where it is appropriate given the nature and where the law permits us. This data will usually be collected at the recruitment stage, however, may be also collected during employment should you be successful in obtaining employment.
- These “special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. Our data protection policy contains details of the safeguards which we are required by law to maintain when processing such data.
- We may process special categories of personal information in the following circumstances:
- Where we need to carry out our legal obligations or exercise rights in connection your application. For example, we will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits

If you do not provide your data to us

- One of the reasons for processing your data is to allow us to carry out an effective recruitment process. Whilst you are under no obligation to provide us with your data, we may not be able to process, or continue with your application

7. New purpose for using personal data?

- We will only use your personal data for the stated purposes, unless we consider that there is a need to use it for another reason and that reason is compatible with the original purpose. However, if we consider that it is necessary and reasonable to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so.
- There may be circumstances where we have to process your personal data without your knowledge or consent, where this is required by law and in compliance with the above rules.

8. Automated decision making

- It is our intention that you will not be subject to automated decision making which will have a significant impact on you, unless we have a lawful reason for doing so and we have notified you.

9. Third party service providers and data security

Third party service providers are only permitted to process your personal data in accordance with our specified instructions. They are also required to take appropriate measures to protect your privacy and personal information. We do not allow your information to be used by the third parties for its own purposes and business activities.

10. International transfer outside of the European Economic Area (EEA)

We may transfer personal information outside the EU. If we do, you can expect the information to be held and used in a way that is consistent with and which respects the EU and UK Laws on Data Protection

11. Data Retention

We will retain your personal data for as long as necessary to fulfil the purposes we collected it for. Our retention policy details the periods of retention for the different types of personal data. We are only allowed to keep your information if we need it for one of the reasons we describe above.

12. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

- The right to rectification – you can ask that we correct any personal data found inaccurate or out of date.
- The right to erasure – you can ask that your personal data is erased
- The right to restrict processing – tell us to stop using information about you to sell products or services
- The right to data portability - provide you or someone else (on your request) in a structured, commonly used and machine-readable format with the information you have provided to us about yourself.
- The right to object - you can tell us you no longer would like us to process your data and to stop processing.
- Rights in relation to automated decision making and profiling – request that we do not make decisions about you that allows computers to make decisions about you based solely on automated processing.

13. Your Rights

You have the right to complain about how we treat your Personal Data and Special Personal Data to Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

14. Your duty to inform us of any changes

In order that we can ensure that the personal data we hold in relation to you is accurate, it is important that you keep us informed of any changes to that data.

15. Important information about this privacy notice

We reserve the right to amend or update this privacy notice at any time. We will provide you with a new notice when we make any updates.