



## Job Application Pack

### Programme Coordinator

#### for Love Your Neighbour friendship matching programme

**We're looking for an organised, enterprising and versatile Programme Coordinator to join our Love Your Neighbour programme, and support one-to-one friendships between our older and younger neighbours in Islington.**

North London Cares started in 2011 and currently supports a community network of over 1800 older (65+) and younger neighbours (18+) in Camden and Islington, through our Social Clubs and our friendship matching programme: Love your Neighbour.

- £28,000 - £32,000 annual salary
- Permanent, full-time (37.5 hours per week)
- Office based with some remote working, with programme work taking place across Islington.
- 26 days of annual leave per year, plus bank holidays
- Staff counselling service
- Flexible working hours
- Application deadline: **5pm Monday 18th April 2022**

***The Cares Family is an anti-racist, anti-discriminatory organisation. We particularly welcome applications from Black, Asian and minoritised ethnic people, people with disabilities and people from lower income and diverse educational backgrounds who may be under-represented in our organisation.***

#### **ABOUT THIS ROLE**

This role is dedicated to maintaining and growing the Love Your Neighbour programme across the borough of Islington. You will work closely with our Head of Programmes and Programme Coordinator for Love Your Neighbour (Camden).

You will also work with our Volunteer and Outreach Coordinator to develop, deepen and expand our Love Your Neighbour programme across the borough. You will meet hundreds of older and younger people, create friendships across the generations, support those friendships to deepen and thrive, and ensure our safeguarding, records and storytelling procedures are upheld to the highest standards.

You will be introducing yourself to **older neighbours (65+) in various circumstances** – from the most active, outgoing fun-loving 90-somethings to people living with complex challenges and navigating

complicated situations. You will also need to support those neighbours to get the most out of their mutually beneficial relationships – through our **check-in processes, regular reviews, informal encouragement, digital storytelling and other reporting requirements**, so that North London Cares continues to grow and the relationships we build continue to thrive.

You will regularly be out in the community, **meeting older neighbours joining the network for the first time, hosting inductions for new volunteers and making matches in people's homes**. In addition you will be working with colleagues across North London Cares and the rest of The Cares Family, and holding meetings with various referral organisations and other partners key to the successful delivery of the Love Your Neighbour programme and our overall vision.

We therefore need someone who **understands and is motivated by the demographics and social challenges of Islington** and the issues we work on. Who is passionate about people and can clearly promote our vision for building friendships across traditional divides in order to tackle isolation and loneliness. We are looking for **someone who can engage with people from all backgrounds, no matter their circumstances** – someone equally comfortable discussing illness and isolation with a 95-year-old housebound older neighbour as they are talking about work and aspirations with a 25-year-old (and vice versa!).

#### **OBJECTIVES OF THE ROLE ARE TO:**

- 1. Grow and sustain the Love Your Neighbour programme in Islington.** This includes:
  - **Assessing and inducting both new older neighbours and younger volunteers** interested in having a Love Your Neighbour friend;
  - **Following our safeguarding policy** and navigating the social care network to support our neighbours;
  - **Introducing new Love Your Neighbour friends** during regular working hours, and occasional evenings and weekends (with time off in lieu);
  - **Communicating regularly with our older and younger neighbours**, on the telephone, in writing and in person, including home visits and meetings in the community;
  - **Supporting older neighbours with ad hoc tasks** to enhance their wellbeing and prevent further isolation, including liaising with statutory and health services to gain access to specific support;
  - **Keeping our database (Salesforce) accurate and up-to-date**, and using that data to regularly analyse progress, making adaptations to programmes accordingly.
  
- 2. Build and maintain effective community partnerships in Islington.** This includes:
  - **Working with partners across the public, private and community sectors** – receiving referrals from local authorities, health professionals and other sources, communicating internally with the team, and delivering outcomes for neighbours, volunteers and North London Cares as a whole;
  - **Communicating professionally and warmly** with our third-party referral partners in local authorities, health agencies, community organisations as well as with members of the public;

- **Presenting on North London Cares' purpose and core activities** to existing and potential partners in the community.
3. **Build awareness of, and interest in, the Love Your Neighbour programme within Islington.** This includes:
- **Creating engaging, powerful communications**, including digital and printed material and content, to facilitate the delivery of Love Your Neighbour;
  - **Managing the creation and distribution of our monthly email communications** with regular Love Your Neighbour volunteers;
  - **Creating weekly social media content** that shares the stories of our Love Your Neighbour matches, and increases exposure and interest in the programme;
  - Working with our Love your Neighbour Coordinator in Camden, the Head of Programmes and the Volunteer and Outreach Coordinator to **proactively build a pipeline of referrals and applications into the programme.**

#### REQUIREMENTS OF THIS ROLE:

#### ESSENTIAL SKILLS, EXPERIENCE AND PERSONAL QUALITIES:

1. You have a proven track record in **building and supporting relationships** with diverse groups and individuals;
2. You are **patient, resilient, approachable, and discreet**, with the ability to **build trusting relationships while maintaining firm boundaries and demonstrate good judgement**;
3. You're a **high-quality communicator** who is confident in blog writing and social media;
4. You are a competent, reliable and organised **multi-tasker, a team-player** and determined **problem-solver**;
5. **You are adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation, and can work confidently both **within a team and independently**;
6. You are **committed to creating an inclusive and anti-discriminatory programme** that tackles loneliness and isolation amongst older and younger neighbours alike.

#### DESIRABLE SKILLS AND EXPERIENCE:

1. Experience/ awareness of **safeguarding** and working with partners in the social care sector;
2. **Understanding of the culture and socio-economic challenges** facing London, particularly Islington;
3. Experience of working with **communities**;
4. Good grasp of **Salesforce or other Customer RM systems**;
5. Experience using Microsoft Office applications and Google Docs.

## OTHER REQUIREMENTS:

1. You have the flexibility to work some **evenings and weekend days** in order to deliver your work, (approx. three evenings and one weekend day a month); with time off provided in lieu, agreed in advance with your line manager.
2. You are able to obtain a **clear enhanced DBS** certification (provided by North London Cares);
3. You can provide the details of **two references** from paid or unpaid work. Referees will only be contacted after a successful interview;
4. You have the right to work in the UK.

### HOW TO APPLY

**DEADLINE 5pm 18th APRIL 2022**

**Please send to:** [hello@northlondoncares.org.uk](mailto:hello@northlondoncares.org.uk)

1. CV
2. Written submission (no more than 2 sides of A4) which addresses your suitability for the role, referring to the Essential and Desirable Experience and Skills (above).  
If you have any questions please feel free to contact us.

**We're looking forward to receiving your application, good luck!**

## ABOUT THE CARES FAMILY

The Cares Family helps people find **community and connection in a disconnected age**. First established in 2011, our objectives are to reduce loneliness and isolation by creating and supporting meaningful mutual relationships between people who might not otherwise interact; to help people feel **belonging, purpose and power in a rapidly changing world**; and to bring people together to **reduce the gaps across social, generational, digital, cultural and attitudinal divides**.

Over the past eleven years, we have worked towards that mission by building five local charities in big cities, which each **bring older and younger people together to share time, laughter, new experiences and friendship**. We have focused here because older and younger people are most at risk of loneliness, particularly in cities which can feel anonymous, isolating and lonely. Those charities – **North London Cares** (established 2011), **South London Cares** (2014), **Manchester Cares** (2017), **Liverpool Cares** (2018) and **East London Cares** (2019) – have brought 18,000 older and younger people together to share over 500,000 interactions through 4,500 social clubs and 18,000 one-to-one hours.

## OUR VALUES

These values are an important part of what it means to work at The Cares Family. **They're for us as staff, but also for our partners, neighbours and volunteers**. We strive to live them in everything we do and to use them as guides for decision making. It's not just about what we do, **but how we do it**.

- **Kindness:** we are empathic, respectful and optimistic, putting people at the heart of everything we do.
- **Community:** we are rooted in place, representing the needs, stories and language of local people authentically, and are passionate about the power of collective agency to advance justice and togetherness.
- **Trust:** we are dedicated, responsive, reliable and accountable to people in their neighbourhoods as well as our valued partners.
- **Bravery:** we are ambitious for our neighbours and for our model, and aware of the power of openness and honesty in leadership.
- **Learning:** we constantly appraise and innovate in our work, developing the most relevant, creative and adaptable approaches.

The Cares Family is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us to achieve that mission of building a world that is kinder, more connected and more empathetic.**