

Centre Coordinator

JOB DESCRIPTION

Role: Centre Coordinator – Full Time

RESPONSIBLE TO: Senior Coordinator

JOB PURPOSE: To ensure that the Open Age centre runs smoothly on a day to day basis. This entails a range of responsibilities, as outlined below, but the core of this role is establishing a welcoming and accessible atmosphere for the older people who make use of our services.

MAIN RESPONSIBILITIES:

- To welcome people visiting the centre, establish their interests and encourage participation in different activities
- To recruit, induct, train and support reception volunteers
- To assist the manager in compiling different reports. These will be based on regularly updated statistics, quantitative and qualitative data, and case studies
- To set up any new classes on our database, make necessary changes to existing classes/activities and report any problems to our IT support
- To liaise with the manager regarding records, programmes of activity and data that is being stored/used
- To ensure that the daily programme schedule is up to date and on display. This also involves briefing the reception volunteers before the start of shift about the activities and cancellations of the day
- To work with members who require support, linking them into referral systems and allocating a volunteer or peer mentor as needed for additional support
- To ensure that registers are kept of class attendance and the appropriate forms are completed for tracking.
- To carry out the daily banking at the end of the day and lead on Front Office tasks, processes and work closely with other Open Age staff.
- To maintain a database of members who do not attend the centre during the course of the year and to ensure that they are called to find out why they have not attended and a report generated for the manager
- To set up the rooms for the various daily activities, including projectors and any other furniture as required
- To carry out any other duties that may reasonably be required by the Locality Manager
- To undertake any training that is deemed necessary by the manager for this position.
- Some very occasional evening and weekend work.
- To actively support the manager in liaising with health, community and third sector organisations to ensure older people of all ages and backgrounds are engaged.
- Networking skills and ability to liaise with external organisations and stakeholders