



JOB PACK

Dear Applicant,

Thank you for your interest in working for Age Concern Morgannwg Ltd. I am delighted to issue this Job Pack to you and hope you will find it both useful and informative.

Age Concern Morgannwg (ACM) is a vibrant organisation that values its workforce and the contribution it makes to achieve the charity's aims. As an employer, we make every effort to provide opportunity to each and every worker, paid or unpaid, so that they can reach their full potential and build a career with us. We believe our investment in the workforce begins at this stage, the application. We want people to join us because they believe in what we do and believe they have something to give that will improve the organisation.

This **Job Pack** is intended to give you a chance to find out more about the Age Concern Morgannwg, what we stand for and what it's like to work for us. The information is intended to give applicants information about Age Concern Morgannwg (hereinafter referred to as 'the organisation' or ACM) and the services we currently provide to older people across our 'area of benefit'. Our area of benefit covers **Rhondda Cynon Taff, Bridgend and Merthyr Tydfil**.

An Introduction to Age Concern Morgannwg

Age Concern Morgannwg (ACM) was founded as a registered charity in 1977 as the Council for the Elderly in Mid Glamorgan. The organisation changed its name in 1999 to Age Concern Morgannwg and on 1 April 2011 became a Company Limited by Guarantee (Charity Registration Number 1129973). You can visit the Charity Commission website at www.charitycommission.gov.uk to view our Registration details, Annual Returns and Accounts.

The three County Boroughs in which ACM operates are amongst some of the most deprived in Wales, with poor housing, limiting long term illness and high unemployment contributing to that status. To give you an idea about the sorts of challenges and opportunities within each county borough, this section looks at the demographics within Rhondda Cynon Taff, Merthyr Tydfil and Bridgend County Boroughs.

Our 'Patch'

Rhondda Cynon Taff

Rhondda Cynon Taff (RCT) lies to the west of Merthyr Tydfil and is the second largest authority in Wales with 231,946 inhabitants. The three areas exhibit similar socio-economic and cultural characteristics with high levels of poverty and social exclusion. This is demonstrated by the high deprivation levels that are evident in the valleys, with 17 electoral wards featuring in the top 100 most deprived parts in Wales.

Life expectancy is lower than the England and Wales average, at 73.4 for males and 78.4 for females (76.1 and 80.7 for England and Wales). In RCT there are 17,721 people over 75, 7.6% of the population, with approximately 27% of these resident in the Cynon Valley. 27.2% of the population report having a limiting long-term illness.

Merthyr Tydfil

Merthyr Tydfil County Borough is the smallest unitary authority in Wales with a population of 55,981 recorded by the 2001 census. Of this figure, 9,050 are pensioners. The county is located on the border of the Brecon Beacons with Powys lying to the north, Caerphilly lying to the east and south and Rhondda Cynon Taff lying to the west. The main urban area is Merthyr Tydfil where two thirds of the population reside. The remaining population is found in a number of villages including Merthyr Vale, Bedlinog, Trelewis, Quakers Yard, Edwardsville, Aberfan, Troedyrhiw and Treharris.

Merthyr Tydfil although once at the heart of the industrial revolution has experienced considerable economic decline in recent years as the traditional industries of mining and mineral extraction have effectively been wiped out. The population is also declining due to outward migration of younger people and a falling birth rate while the population of people aged over 80 increased by 10% between 1991 and 2001.

There are 23,145 households in Merthyr of which 5,508 (24%) are pensioner households.

Bridgend

Bridgend County Borough stretches approximately 20 kilometres from east to west encompassing the Llynfi, Garw and Ogmere valleys. It has a population of about 132,000. Recent population growth is greater than in surrounding areas but is lower than the Welsh average. Approximately 60% of the population are of working age, with 36% of the population being aged 50+. There are proportionally fewer young people aged 18 to 24 years in Bridgend than Wales as a whole which might be explained by migration from the area. Population densities vary considerably between the wards with the consequence that the County Borough has both problems often associated with inner city areas as well as those associated with more remote rural areas.

All three areas face many challenges due to economic decline over several decades that have been exacerbated by population migration particularly of younger age groups. The acknowledgement of European Social Fund Objective 1 Funding in Rhondda Cynon Taff and Merthyr Tydfil indicates the difficulties that exist in those areas and place them within some of the poorest regions in Europe.

Why do we exist?

The constitutional objective of ACM is:

To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the County Borough Councils of Bridgend, Merthyr Tydfil and Rhondda Cynon Taff

Our Vision

To live in a society where older people are respected and enabled to meet their aspirations

Our Mission Statement

To improve the quality of life of older people and to promote a positive view of ageing

Our Organisational Objectives

- Services and Support
- Public education and advocacy
- Innovation and research
- Partnership and co-operation

Making it Happen

The organisation produces a three year Strategic Business Plan that sets the Charity's long-term organisational objectives, strategic aims, standards and principles. From this overarching Plan, we produce Operation Plans for each Service Area and these establish the goals the Charity intends to achieve each year to accomplish its organisational objectives, strategic aims, standards and principles.

Everyone who comes to work for Age Concern Morgannwg spends the first 8 weeks of their new job going through and Induction programme.

What is Induction?

Our Induction Programme allows new starters to get to know the people they will be working with, familiarise themselves with the organisation's standards and principles and identify any training they may need to do their job to the best of their ability. The line manager is responsible for ensuring the induction period is thorough and takes account of everything a new starter will need during their first few months with the organisation.

The Induction Pack is one of the most important tools at the start of a new career. It will provide knowledge and understanding of the current members of staff and their roles and responsibilities within the organisation.

The following main areas are covered by the induction process pack: -

- Information about the Charity, its history, aims and objectives and how it is run
- An overview of all services and products offered by the organisation
- Senior Management Profile
- Terms and Conditions
- Training and Development

Strategic Aims and Objectives of Age Concern Morgannwg

- *Organisational Aims*

The following aims describe what the organisation strives for and aspires to:

- To be responsive to the needs of older people
- To meet legislative requirements
- To maintain the positive reputation of the organisation
- To maintain high quality provision
- To be a financially sustainable organisation
- To deploy a well supported, managed and appropriately trained workforce

- *Organisational Objectives*

The following objectives describe how we intend to achieve our aims:

- To hold periodic reviews of all activities
- To develop a range and depth of services
- To develop a strategic plan
- To participate in campaigns with and on behalf of older people
- To agree quality standards that are measurable
- To continue to develop partnership with external stakeholders
- To continue to promote and support the work of Age Concern Partnership Wales

Governance and Management

As a Registered Charity, Age Concern Morgannwg is governed by a voluntary Board of Trustees. The Board of Trustees meet regularly to discuss issues of strategic importance; to receive details of the charity's financial position and make decisions about policy matters like terms and conditions or new service development. The Board of Trustees are ultimately responsible for everything that happens in the charity's name so it is important they have a good understanding of how the organisation works and what activities it is involved in so they can identify any risks to the charity and to themselves.

The Trustee body employs a paid chief officer, known as the Chief Executive employed to run the business on a day to day business, with the help of a Senior Management Team.

Corporate Services

The Corporate Services Team is based at Head Office and supplies the 'back office' support required by the charitable services. Providing services and support with finance, HR (Personnel), governance support, premises, information/communication/technology, health and safety, training and development, corporate image and essentials supplies such as stationary and office furniture, the Corporate Services team are a central resource for the workforce and for our partners.

Working with and for older people

The organisation is primarily concerned with improving the lives of older people. This can be achieved in a number of different ways so we have developed a range of services that help meet a variety of needs.

The **Community Outreach Services Department** is comprised of over 13 different services, each intended to support people aged 50+ living in a variety of settings.

The **Information Services Team** is part of the Community Outreach Services Department and provides the 'customer facing' element of the organisation's public information service. Access to good quality independent information and advice is crucial for older people to make life choices and resolve issues of concern. Similarly, the team provide a source of support to staff and volunteers within the organisation so that they in turn can help the people they are supporting.

Our highly trained and knowledgeable team of Customer Service Advisors assist thousands of people each year with enquiries regarding finances, care, housing, health, transport to name but a few. The team operate from our Head Office in Pontypridd which is the main point of contact for enquiries, and from One4All Centres in Treorchy and Aberdare.

The majority of the following services and projects are delivered by a team of **Community Outreach Support Workers**. In the main, these services are funded by local statutory agencies such as the Local Authority or Local Health Board.

Service Name	Description
<p><i>Hospital Discharge Service</i> Delivered in RCT, Merthyr Tydfil and Bridgend</p>	<p>Provides short term support to service users following discharge from hospital. The service aims to rebuild the confidence of service users so they may continue to live independently in their own home. This service is offered for a period of 6 - 8 weeks and may include a small element of personal care.</p> <p>Referrals made to this service must be from: Hospital ward staff, Social services, GP's or anyone who has recently been discharged from hospital over the age of 60.</p>
<p><i>A & E Discharge Service</i> Bridgend only</p>	<p>Provides short term support to older people following a visit to Accident and Emergency. The service aims to reduce the number of unnecessary hospital admissions of older people who may not need any further medical attention but who have no means of returning home or who may need short term emotional support to regain their confidence.</p> <p>Referrals made to this service must be from: Hospital A&E staff.</p>
<p><i>Primary/Dementia Care Service</i> Delivered in RCT only</p>	<p>Both services aim to assist in the prevention of unnecessary admissions to hospital or residential care. Support is offered to people over the age of 60.</p> <p>Referrals made to this service must be from: GP's Social Services, Community Psychiatric Nurses, District Nurses or other community professionals. For people with a diagnosis of dementia we operate an open referral system.</p>

<p><i>Supporting People Scheme</i></p> <p>Delivered in RCT and Merthyr Tydfil</p>	<p>This service provides support to people over the age of 60 who live in rented accommodation. This scheme specialises in issues such as debt management, eviction processes and financial literacy. Additionally, the support provided encourages service users to learn new skills, keep active and healthy and promotes independence.</p> <p>Referrals made to this service must be from: Rhondda Cynon Taff's Supporting People Scheme or other services of Age Concern Morgannwg.</p>
<p><i>Bryn Ivor Extra Care Housing Scheme</i></p> <p>RCT only</p>	<p>This scheme working together with Rhondda Include and RCTCBC providing low level care and support to people living at the Bryn Ivor Sheltered Housing Complex or in the surrounding community. The aim is to encourage, support and assist individuals to sustain and maintain their independence by working to improve their overall well being. All partners aim to deliver a diverse range of services including housing related support and care options to ensure older people can improve their quality of life, remain active and involved in their community.</p>
<p><i>Advocacy Services</i></p> <p>Delivered in RCT and Bridgend</p>	<p>The Advocacy Team of three aims to support vulnerable older people express their views, uphold their rights and have their voice heard. Advocacy services are defined as 'the provision and encouragement, or representation of individuals' views, needs or rights.'</p> <p>The service operates an open referral system.</p>
<p><i>Joint Working in Teams</i></p> <p>Delivered in RCT only</p>	<p>Outreach Workers are based in local authority day units and multi-disciplinary teams. ACM staff work closely with Health & Social Care personnel to improve communication and enhance service delivery to older people both in the community and day care settings.</p>
<p><i>Residential Activities Project (RAP)</i></p> <p>Delivered in RCT only</p>	<p>This project, funded by RCTCBC commenced in November 2005. The project provides activities sessions to residents living in 12 local authority residential homes across RCT consisting of 18 units (EMI & Elderly frail).</p>

<p><i>SupportPlus Service</i></p> <p>Delivered in RCT, Merthyr and Bridgend</p>	<p>Registered to support people in the following categories:</p> <ul style="list-style-type: none"> • Older people • People with a sensory loss and impairment • Elderly Mentally Infirm • Older people suffering from Mental Health • People with Learning Disabilities • People over the age of 50 <p>To provide help and support to service users over the age of 50 to remain living in their home environment. This service provides support with personal care including washing, dressing and other tasks such as preparation of meals, shopping, domestic chores, personal finances etc., as stated on the agreed care plan.</p>
<p><i>Nail Cutting Service</i></p> <p>Delivered in RCT and Merthyr</p>	<p>A simple nail cutting service available to people that may have difficulty cutting their fingernails and toenails. The service is carried out by fully trained staff in a clinical environment.</p>
<p><i>Products and Services</i></p>	<p>The Charity will promote and introduce older people to a range of products and services called advant-AGE* that will generate unrestricted income for the charity. These products include travel insurance, car insurance and home and contents insurance, personal alarms, stairlifts and funeral plans.</p> <p>* The following are advant-AGE products and services and are provided by: Travel Insurance- Travel Insurance Facilities Group (TIF); Car Insurance & Motor Breakdown - Lovat Insurance Brokers Ltd; Home & Contents Insurance - Lovat Insurance Brokers Ltd; Funeral Plans - Golden Charter Ltd; Stairlifts - Stannah Stairlifts; Personal Alarms - Careline UK.</p> <p>Age Concern Morgannwg Ltd is a company limited by guarantee. Registered in Wales. Reg. Charity No. 1129973. Reg. Co. No. 6717361. Age Concern Morgannwg Trading Ltd (FSA Number: 415182) is an Appointed Representative of ITC Compliance Limited, which is Authorised and Regulated by the Financial Services Authority, (FSA Number: 313486). Age Concern Morgannwg Trading Ltd is a company limited by guarantee. Registered in Wales. Reg. Co. No. 3942402.</p>

Encouraging older people to have their say on the issues that affect their lives is fundamental to the way that local and national policies are shaped. The National Assembly for Wales' Strategy for Older People is designed to provide the platform for partnership between Age Concern Morgannwg and

the statutory agencies in order that they can deliver the Strategy at a local level.

In **Rhondda Cynon Taff**, the Forum Support Officer works with the existing 50+ Forums to develop their role as a sounding board and community resource, as well as developing the skills and confidence to engage with Health Trusts and Local Authorities on the issues affecting older people.

Equal Opportunities

Our policy statement is a statement of intent. Our organisation is publicly committed to doing something practical and visible about equal opportunities, such as:

- To increase awareness within the organisation of the needs of minority and disadvantaged groups;
- To increase the numbers of members of the organisation representing people who often experience discrimination;
- To examine our premises and equipment and to make adaptations so we can make them more accessible to staff, volunteers and users of our services.
- To review our recruitment procedures;
- To ensure that no member of staff, volunteer, committee member or users of our service will suffer any form of discrimination.

The rest is up to you!

This Job Pack includes an **Application Form**, an **Equal Opportunities Monitoring Form**, a **Job Description** and **Personal Specification**. It is really important that you read the requirements of the Person Specification and that the information you provide in your application describes how you meet those requirements - the shortlisting process will use the Person Specification criteria to determine who will be asked for interview.

Wherever possible use **examples** to evidence the experience and skills you have and make sure you tell us how your personal attributes will make you someone we'll want on our team.

Good luck!



Rachel Rowlands
Chief Executive