



## MANCHESTER CARES

### Programmes Coordinator (All Programmes) Job Application Pack

#### ROLE FEATURES

- Initial 12-month contract; full time hours (37.5 hours per week)
- Salary: £26,000
- 26 days' annual leave per year plus bank holidays
- Remote and office based (City Centre) with programme work taking place across City of Manchester
- Flexible working hours
- Staff counselling service
- **Application Deadline: 11:59pm on Sunday 12th September**

Manchester Cares is an [anti-racist organisation](#) committed to advancing anti-racism and inclusion. We particularly welcome applications from Black, Asian and Minority Ethnic people, who are under-represented in our organisation. We are an equal opportunities employer.

#### 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 ten 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 expect everyone to act in accordance with them.

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

## ABOUT MANCHESTER CARES

Since opening in 2017, Manchester Cares has supported over 1000 older and younger people to share time, friendship and fun together. . We have done so by applying The Cares Family's [three core programmes](#) and making them uniquely Mancunian. Through each of these integrated programmes, inspired and led by neighbours, the **relationships created are two-way and harness the heritage of the local community**. Older people benefit from a regular, familiar place to go and the company of young people showing an interest in their lives; while younger people receive the advice, humour and stories of older people.

Our unique proactive outreach identifies people most at risk of loneliness in our communities and invites and inspires them to get involved. Young people are recruited through social, digital and employment networks and by the power of sharing positive stories online, while older people are engaged through door-knocking, referrals from community partners and through face-to-face interactions in locations like supermarkets, community centres and GP surgeries. During Covid-19, our outreach has prioritised referrals to and from our many community partners.

## **ABOUT THIS ROLE**

We're looking for a passionate people-person: someone with a proven track record in building and supporting relationships with partners and individuals, with all the complications those relationships inevitably involve. We need a confident communicator, who is just as comfortable picking up the phone to introduce yourself to a new referral partner as you are leading a social club or raising a safeguarding concern. You'll also need to work well in a fast-paced environment, where teamwork is essential but individual skills and distributed leadership are also required. The variety of this role means it can be challenging to remain focused, so you will need to have excellent prioritisation skills, as well as being confident in maintaining professional boundaries and managing the expectations of a variety of stakeholders on a daily basis.

**This role will work closely across the three core Manchester Cares programmes (Love Your Neighbour, Social Clubs and Outreach) with the following split:**

- **2.5 days Love Your Neighbour Community Coordinator:** You'll act as a bridge between older neighbours and any local, community or statutory services, to support neighbours to have agency in responding to complex and challenging situations in their lives; to reach their goals and remove or overcome any barriers to connection they may be facing and to feel connected with their local community. This includes responding to enquiries, interventions, support and safeguarding.
- **2 days Volunteer and Outreach Management:** You will plan and deliver outreach and volunteer activities - helping to spread the word about our programmes and encourage more people to get involved by: forging new (and managing existing) community partner relationships; networking; creating engaging storytelling resources and social media posts; and supporting with other programme related tasks as required.
- **0.5 days Social Clubs:** You will support with the delivery of our weekly Social Clubs, including leading one club per week independently, as well as supporting any other tasks as necessary.

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

### **1) Support neighbours on the Love Your Neighbour programme.**

This includes:

- **Supporting neighbours to have agency in responding to complex and challenging situations** in their lives, themselves where possible. Supporting them to navigate and connect with their community and local services. This includes signposting and making referrals to external partners including social services;
- **Collaborating with the Love Your Neighbour and Outreach teams** at Manchester Cares to provide support to neighbours on the programme, through actively signposting to appropriate services, or taking the lead on raising safeguarding concerns;

- **Supporting older neighbours to navigate ad hoc tasks to enhance their wellbeing and prevent further isolation**, including liaising with statutory and health services to gain access to specific support;
- **Following our safeguarding policy** and navigating the social care network to support our neighbours.

2) **Work with our Volunteer and Outreach Coordinator and Social Clubs Coordinator to plan and facilitate those community programmes.**

This includes:

- **Presenting on Manchester Cares'** purpose and core activities to existing and potential partners in the community;
- **Delivering Manchester Cares' proactive outreach** in the community, facilitating and supporting new and existing neighbours to be involved in our core activities;
- **Delivering weekly Social Club(s)** either face-to-face or on Zoom, and supporting neighbours when booking onto clubs. Supporting other tasks required to deliver the Social Clubs programme.
- **Planning and delivering volunteer training, inductions and socials.**
- **Building a pipeline of referrals and volunteer applications** into Manchester Cares' and stewarding new neighbours onto programmes.
- Maintaining accurate records, such as registers, contact information, invoices and feedback, and following our safeguarding policy.

3) **Build and maintain effective community partnerships in Manchester.**

This includes:

- Working with partners across the public, private and community sectors – receiving referrals from local authorities, health professionals and other sources, communicating with our internal team, and delivering outcomes for neighbours, volunteers and Manchester 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;
- **Communicating regularly with our older and younger neighbours, on the telephone, in writing, via email and in person.** This can include managing bookings for Social Clubs and meetings in the community;
- **Creating engaging, powerful communications**, including digital and printed material and content, such as blogs, social media posts and flyers.

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

- You are warm, **approachable and resilient** with the ability to **build trusting relationships** while **maintaining firm boundaries** and **demonstrate good judgement**;
- You are a **competent and organised multi-tasker**, and **determined problem-solver**;
- You are **adaptable** and **enthusiastic about working in a fast-growing, fast-moving organisation**, and can **work confidently both within a team and independently**;
- You have a significant **understanding of the local provision in and context of the city of Manchester**, as well as exceptional partnership building and relationship management with diverse groups and individuals;

- You have experience in **safeguarding** and working with partners in the social care sector;
- You are a **confident group facilitator**, able to **lead and organise events** and encourage conversation and participation from a diverse group of people;
- You are **committed to creating an inclusive and anti-discriminatory programme** that tackles loneliness and isolation amongst older and younger neighbours alike;
- You're an **authentic, high-quality communicator and storyteller** with the ability to build relationships with diverse groups and individuals effectively and appropriately (through written as well as verbal communications).

## DESIRABLE SKILLS AND EXPERIENCE:

- You have direct experience in **creating and facilitating events**;
- You have an understanding of the **culture and socio-economic challenges** facing Manchester;
- You have a good grasp of **Salesforce or other data management systems**;
- You have experience using **Microsoft Office applications and Google Docs**;
- You have experience of **working with community organisations and groups**;
- You are confident in generating written content for blogs and social media.

## OTHER REQUIREMENTS:

- You have the flexibility to work evenings and some weekend days per month in order to deliver your work, with time off provided in lieu;
- You are able to obtain a clear DBS certification (provided);
- You can provide the details of two references from paid or unpaid work. Referees will only be contacted after a successful interview;
- You have the right to work in the UK.
- You have a clean drivers licence and are willing to use your personal car to undertake work-related journeys, for which you will be reimbursed in accordance with The Cares Family's Vehicle User Policy.

## HOW TO APPLY

This is a task based application process, so we are not asking applicants for CVs or cover letters. To apply for this role, please read this job description and the below task descriptions carefully, and complete our [online application form](#) by **11:59pm on Sunday 12th September**.

Successful applicants will be asked to attend an **interview on Monday 27th September**.

If you would like to know more about the role or Manchester Cares before applying, please **join our online information session on Wednesday 1st September at 530PM**. We'll be holding the event on Zoom, and you can find all the joining details below. This session will give you a chance to meet some of the team and ask questions about the role, the programmes and the charity. Please note that we will not be assessing or interviewing anyone during this session, **it is informal and will not influence or impact your application**.

**Information Session on Zoom:** Wednesday 1st September, 5:30-6:30PM

Join Zoom Meeting: <https://us02web.zoom.us/j/7131219789>

Meeting ID: 713 121 9789

## APPLICATION TASKS

*Please note that the interview panel are the only members of staff who will see your task work. We value intellectual property, and will not use any of your ideas or suggestions without your consent.*

### **Task 1: Introduce yourself**

Please send us an audio recording of you introducing yourself and why you are interested in this role.

**Why we're asking for this:** In this role, you will be introducing yourself to hundreds of new older and younger neighbours who may be nervous about meeting new people, as well as community partners. This task helps us learn a little about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.

**Tip:** Try to relax, and imagine you're having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at Manchester Cares.

**Requirements:** Audio file no longer than 3 minutes. Please name your file: [YOURNAME]Task1.

### **Task 2: Your skills, experience and personal qualities**

Please tell us how you meet the essential and (if applicable) desirable skills, experience and personal qualities listed above in this job application pack. List each bullet point, and give an example of how you meet the criteria – this could be through paid or unpaid work, volunteering experience or training.

**Why we're asking for this:** As we're not asking for cover letters and CVs, we'd like to offer you the chance to tell us about knowledge, skills or experience you have (whether paid or voluntary) that would make this the right job for you.

**Tip:** We look for transferable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.

**Requirements:** Word doc, Google doc or pdf. Maximum of two pages. Please name your file: [YOURNAME]Task2

### **Task 3: Your ability to build partnerships and signposting pathways**

Please tell us two organisations you would prioritise building a relationship within your first few months in

the role and how you would go about forging those partnerships. You don't need to go into lots of detail and do not need to make any contact with any organisations - we're just looking for some brief bullet points on who you'd approach and how.

**Why we're asking for this:** Sharing signposting information with neighbours and making referrals to other organisations is a key part of the outreach element of this role, so this task is designed to give you the opportunity to demonstrate your understanding of the local context of the city of Manchester, and how you would go about identifying and building new community referral partnerships.

**Tip:** Think about the different types of barriers older neighbours on our programmes may experience in being able to access our programmes or activities in the wider community. These could involve anything from safeguarding, to housing issues or mobility and tech. You could include some detail on why you would prioritise that partnership, proposed timelines, methods of communication or an example email to outline your approach.

**Requirements:** Word doc, Google doc or pdf. Maximum of two pages. Please name your file: [YOURNAME]Task3

If you have any problems sending your application or have any accessibility needs, please contact:

Before Thursday 2nd September:

Laura, our Head of Programmes, at [laura.wilkinson@manchestercares.org.uk](mailto:laura.wilkinson@manchestercares.org.uk) or by calling **07596 222178**.

Friday 3rd September to closing date:

Charlie, our Director of Programmes, at [charlie.jamieson@thecaresfamily.org.uk](mailto:charlie.jamieson@thecaresfamily.org.uk)

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

**[CLICK HERE TO SUBMIT YOUR APPLICATION](#)**