

Job Profile

Job Title	Activities Coordinator		
Job Reference No.	HOMEJD674	Date of issue:	June 2026

The job in a **nutshell...**

You support older people living in our services to stay connected, active and independent. You create meaningful activities and opportunities shaped around what matters to each person, helping them feel part of a community and live well every day.

Working closely with customers, colleagues and partners, you build a varied and inclusive programme of activities that promotes wellbeing, reduces isolation and supports people to maintain choice, dignity and independence.

What **success** will look like...

Customers take part in activities that genuinely reflect their interests, abilities and cultural needs because you take time to understand what matters to them. Each person has a clear, up to date activity plan in place, shaped around their preferences, and reviewed regularly. New customers are welcomed into the service with their needs understood early, helping them settle in and feel included quickly.

There is a varied weekly programme of group and one to one activities running smoothly, with something meaningful available for everyone. Activities feel engaging and purposeful, not just scheduled, and customers choose to take part because they enjoy them. The environment feels lively, inclusive and welcoming, with clear evidence of customer involvement in shaping what is delivered.

Customers feel less isolated and more connected because of the opportunities you create. Relationships develop between customers, with a strong sense of community across the service. Celebrations, events and everyday moments reflect what is important to the people living there, including cultural, religious and personal milestones that are recognised in a thoughtful and inclusive way.

Support plans are in place, accurate and reflect each person's needs, strengths and goals. They are reviewed regularly and used to guide activity planning and support. Changes in a customer's wellbeing or engagement are spotted early and responded to appropriately, ensuring the right support is in place at the right time.

Safeguarding is handled confidently and appropriately, with concerns recognised, recorded and shared in line with policy. Customers are supported in a way that respects their rights

while keeping them safe. Professional boundaries are clear and consistently maintained, creating a safe and trusted environment for everyone.

Strong partnerships are in place with colleagues, families, volunteers and external professionals such as social workers and therapists. These relationships help ensure joined up support for customers, with clear communication and shared understanding of needs and outcomes. The service feels well connected to the local community.

A reliable network of volunteers and community contacts supports activity delivery. You build and maintain relationships that bring in additional support, ideas and resources, helping to widen what is available to customers. Donations, local links and partnerships are used effectively to enhance the service without adding unnecessary cost.

Records, reports and financial processes related to activities are accurate, up to date and easy to understand. Activity outcomes, participation and feedback are clearly documented, helping demonstrate impact and inform future planning. Budgets and petty cash are handled responsibly in line with procedures, with clear oversight and accountability.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Understand how your role makes a difference to our customers • Listening to customers to understand their need • Walk in our customer's shoes	Activities planning and delivery • Experience creating and running engaging group and one to one activities • Ability to adapt activities to suit different needs, abilities and preferences • Understanding of how activities support wellbeing, independence and social inclusion
We have creative spark • Think outside the box about how things can be done more efficiently and effectively • Take the time to talk about and develop new ideas, the wisdom of a group can make it even better • Share your excitement and passion	Support planning and assessment • Experience assessing individual needs and creating personalised support or activity plans • Ability to review and update plans based on changes in needs or engagement • Awareness of how to spot changes in wellbeing and respond appropriately
We are self-starters • Be well organised • Be a technical specialist • Strive to get it right first time	Safeguarding and partnership working • Strong understanding of safeguarding and how to respond to concerns • Experience working alongside health, social care or community partners

	Ability to build positive relationships with customers, families and professionals
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

A relevant qualification such as NVQ Level 2 in Health and Social Care, or supporting activities provision in social care, or equivalent experience

Experience working with older people, particularly in a housing, care or community setting

Experience involving volunteers or building community links to support services

Confidence using systems to record activity plans, outcomes and customer information

Creative ideas for new activities, events or partnerships that enhance customer experience

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	No		
Travel	Occasional	Driving Essential	No
DBS	Enhanced with barring		

