



AGEING WELL IN PLACE IN HULME

Ageing Well in Place Development Worker Application Pack

What is Ageing Well in Place in Hulme?

Ageing Well in Place in Hulme (AWiPiH) is an innovative tenant-led multi-agency partnership with the overarching aim of enabling older people living in high rise social housing to 'age well and with dignity in the place they call home'.

It was catalysed in 2020/21 by local community projects and tenants who were raising concerns about socially isolated older and vulnerable people falling through the gaps between health, housing and social care services. This was linked also to their disconnected situation of living at height and the lack of integration between service providing organisations.

Tenants and community groups formed a partnership with a local charity called CLASS and then the University of Manchester to begin small scale research and develop ideas about how to address this situation. They began experimenting with adapting a model called a Naturally Occurring Retirement Community from New York and building on the approaches of a network of Manchester-based groups called Community Savers.

Four years later, there is now a well established partnership that meets quarterly comprising representatives from three high rise blocks, local tenant and community associations, CLASS, a national charity called Turn2us, the University of Manchester, One Manchester housing association and Manchester City Council. Much community action and project development occur between meetings including programmes of social activities and events and advocacy for improved services and wellbeing.

What is a Naturally Occurring Retirement Community or 'NORC'?

The NORC model was first developed in the mid-1980s in the USA. The Hulme project is one of the first innovative attempts to translate this model for the UK context. A NORC is a term used to describe an age-integrated housing development or neighbourhood that originally contained different age groups, but which over time has become home to a concentration of older adults, 55 years of age and older.

New York has seen an extensive development of NORC programmes which have often been linked to high rise blocks with a large proportion of older

residents. Typically, NORC programmes have been partnerships between a housing provider, its residents, and health and social service organisations collaborating to help older adults to age well in place. The aim of the NORC is to create opportunities for people to remain active in their community supported by onsite and neighbourhood-based social and health support services and community-building activities.

This NORC Development Worker role will require facilitation of a tenant-led process to continue to roll out the NORC model in Hulme, Manchester. The successful candidate will work with a network of local groups and agencies to make ageing well in place a reality for older tower-block tenants.

CLASS, Community Savers, and Turn2us

CLASS stands for Community Led Action and Savings Support. We are a Manchester-based Charitable Incorporated Organisation (CIO) with three full time and three part-time staff. We do what it says on the tin. We were established in 2019 by women community leaders in Manchester to act as a tailored support agency for a women-led network of community associations called Community Savers.

Groups affiliated with **Community Savers** run community-based savings clubs which act as a glue for bringing people together to talk about issues facing their local community. Over time a local savings group will reach out to other groups and projects in their area building trust and a collective vision for the future. Then neighbourhood networks and partnerships form to begin to try and achieve that vision. Ageing Well in Place in Hulme is an example of one of these partnerships.

Turn2us is a national charity that provides practical information and support to people facing financial insecurity. Turn2us supports people in financial need to gain access to welfare benefits, charitable grants, and other financial help, and collaborates with partners to tackle the causes and symptoms of poverty. The Local Programmes team aims to strengthen communities by collaborating with local people and partners to find local solutions to financial insecurity.

The Local Programmes team began to work with the Ageing Well in Place in Hulme partnership in 2023 through their Cost of Care programme which is about reducing the cost of care for diverse people through co-production.

What will the working arrangements be?

CLASS project staff working on the Ageing Well in Place in Hulme partnership will mostly be doing community-based on-site working in tower blocks on the Aquarius estate. When not on-site, staff will either work from home or in co-working spaces in Manchester.

CLASS employees working on the partnership are co-supervised by the CLASS Director and the Turn2Us Care Programme Manager. Community action and strategic development is all co-created with tenant leaders through a monthly community strategy group. CLASS is the employing organisation and lead convening agency. The Turn2Us Care Programme Manager works with staff and tenants to co-create work plans and action plans to achieve partnership objectives.

CLASS is a women-led charity that values family life and wellbeing:

- We operate a flexitime policy between 8am-8pm Monday to Friday although working hours are expected to be completed within the usual working hours of 9am-5pm wherever possible.
- We have a generous allocation of 28 days annual leave in addition to public holidays (pro rata for part-time staff) recognising that many working age adults have children with school holidays and/or other family responsibilities.
- We also operate a NEST Pension scheme with 10% employer contribution.

How to Apply

Please submit a personal statement and CV to recruitment@class-uk.com by 12pm on Mon 24th February 2025 in response to the requirements outlined below.

Personal statement: This should be no longer than 1,000 words and tell us in clear and simple terms how you meet the Essential criteria in the Person Specification. Give brief examples that demonstrate how you meet the required criteria where possible/appropriate.

Two-page CV: This should be no longer than two pages of A4 and set out the relevant aspects of your employment history and education/training in

separate sections and in chronological order. You can also tell us about your interests and personal qualities if you wish to and have space. We value voluntary (unpaid) experience as well as formal employment.

Please read the below **Role Profile** in detail and particularly the **Person Specification** before beginning your application.

Links to further information

- **Community Savers and CLASS:** www.communitysavers.net
- **Turn2us:** www.turn2us.org.uk
- **Latest blog article about Ageing Well in Place in Hulme:**
<https://communitysavers.net/2024/10/hulme-tenants-lead-the-way-on-ageing-well-in-place/>
- **First publication on AWiPiH that explains what a NORC is:**
<https://communitysavers.net/wp-content/uploads/2021/03/AgeingWellInPlaceInHulme-March2021.pdf>

ROLE PROFILE

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|----------------------------|---|
| Job Title: | Ageing Well in Place Development Worker (Hulme) |
| Salary: | £27,000 - £36,000 per annum pro rata (salary dependent on skills and experience) |
| Working commitment: | 0.6% FTE/ 21 hours per week (there is potential for this role to increase to full-time hours following ongoing project development and fundraising) |
| Contract: | Fixed term for 12 months (there is potential for this role to continue for at least three years subject to ongoing project development and fundraising) |
| Location: | Working in community settings in Manchester with some home working. |
| Reporting to: | CLASS Director |

Role summary: The purpose of this role is to take a community-led approach to developing enabling conditions for Ageing Well in Place in the Aquarius estate in Hulme through a Naturally Occurring Retirement Community (NORC) model. The focus is on supporting tenants to organise and advocate for a better quality of life for older people living in high rise social housing. It requires working with tower block communities to identify their needs and priorities and enable them to organise around these with a focus on achieving more integrated and effective support, services, financial resilience, and social engagement in their own block and across the neighbourhood.

Duties and Responsibilities

These duties and responsibilities reflect our vision for a full-time role. Requirements of staff appointed on a part-time contract will reflect a proportion of the below activities at the appropriate working commitment. Supporting tenant organising, promoting social and financial inclusion, and convening partnership meetings will be priority activities.

Support tenant organising

- Support existing tenant committees in Hopton Court and Meredith Court tower blocks to meet regularly and organise around their needs, aspirations and priorities (including issues such as financial inclusion, social inclusion, and access to appropriate health, social care and housing provision).
- Support tenants in neighbouring blocks to learn from tenant organising in Hopton Court and Meredith Court and develop their own tenant committees.
- Support tenant leadership development, working alongside tenant leaders to engage their own tower block communities and build trust, solidarity, and a collective vision.
- Work closely with experienced tenants and other supervising staff to coordinate tenant-led research and consultation processes focused on identifying local need and priorities in support of creating evidence for action and advocacy.

Integrated neighbourhood services and partnership development

- Develop constructive relationships with local projects, agencies and service providers of relevance to the needs and priorities of tower block tenants in the Aquarius estate.
- Co-create and support regular review and updating of a tenant-led action plan for the achievement of improved and more integrated neighbourhood services for enhanced financial resilience and wellbeing.

- Take a lead role in developing and maintaining constructive and mutually supportive relationships with all partners in the Ageing Well in Place in Hulme initiative.
- Convene and coordinate quarterly Ageing Well in Place in Hulme partnership meetings.

Documentation and Communications

- Ensure effective minute-taking, record-keeping and information sharing including tenants’ meetings and Ageing Well in Place in Hulme partnership meetings.
- Capture, celebrate and communicate progress, achievements, and learning through regular social media posts and blogging using Community Savers/CLASS and other channels.

General Duties

- Assisting with coordination and documentation of Community Savers and CLASS meetings and events together with other staff.
- Assist with the Community Savers/CLASS annual impact evaluation process.
- Proactive management of workload and working hours.
- Adherence to all aspects of the CLASS policy framework.
- Other duties as required by the CLASS Director.

Person Specification

| <i>Essential (E) or Desirable (D) criteria</i> | |
|---|---|
| Experience | |
| Experience of working effectively with community groups and/or residents to enable them to action-plan around their needs, aspirations, and priorities. | E |
| Experience of advocating effectively for service improvements or new ways of working with public agencies. | D |
| Experience of skills-development and confidence building with digitally excluded groups of people or in neighbourhoods where people have experienced long-term economic, social, and political exclusion. | E |
| Experience of working collectively through co-creation with people experiencing varying mental health or long-term conditions. | D |
| Experience of co-creating programmes of social activities and events with residents and/or community groups. | D |
| Experience of conflict mediation and resolution in community settings. | D |

| Skills and abilities | |
|--|---|
| Ability to manage own workload effectively amidst conflicting priorities and time pressure. | E |
| Excellent information and communication technology skills. | E |
| Excellent active listening and interpersonal skills. | E |
| Ability to work occasional evenings and weekends and manage a hybrid working arrangement (at home or in community venues). | E |
| Knowledge | |
| An understanding of some of the current challenges associated with the social housing and social care sectors. | D |
| A good understanding of how to work towards greater diversity, equality, equity, and inclusion. | E |
| Qualities and values | |
| Passionate about social justice and championing community expertise. | E |
| A compassionate and non-judgemental approach to working with others. | E |
| Resilience when working in contexts where conflicts may arise or inter-agency working may require patience and a long-term view. | E |