



# AGEING WELL IN PLACE IN HULME

## Independent Living Outreach 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 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.

## **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?**

The successful candidate will be providing face to face case work support to people living in high rise social housing accommodation on the Aquarius estate

in Hulme. You will mostly be on-site but otherwise will either work from home or in co-working venues in Manchester carrying out desk-based follow up work, or networking/meeting with relevant partners and providers.

CLASS employees working on the partnership are co-supervised by the CLASS Director and the Turn2Us Care Programme Manager. CLASS is the employing organisation and lead convening agency. The Turn2Us Care Programme Manager works with staff and tenants to co-create workplans 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.
- We operate a NEST Pension scheme with 10% employer contribution.

**How to Apply**

**Please submit a personal statement and CV to [recruitment@class-uk.com](mailto:recruitment@class-uk.com) by 12pm on Mon 24<sup>th</sup> 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](http://www.communitysavers.net)
- **Turn2us:** [www.turn2us.org.uk](http://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

<b>Job Title:</b>	Independent Living Outreach Worker (Hulme)
<b>Salary:</b>	£27,000 - £36,000 per annum pro rata (salary dependent on skills and experience)
<b>Working commitment:</b>	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)
<b>Contract:</b>	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)
<b>Location:</b>	Working in community settings in Manchester with some home working.
<b>Reporting to:</b>	CLASS Director

**Role summary:** The purpose of this role is to enhance longevity of independence and quality of life for older people living in high rise accommodation in Hulme through one-to-one casework within a Naturally Occurring Retirement Community (NORC) model. This model is focused on the co-production of older people's wellbeing and independence with older people themselves and through partnership with the various stakeholders supporting older people in a particular area. This creates a preventative and proactive approach to wellbeing (health promotion, improved access to social care, housing adaptations, signposting on welfare rights, income maximisation and social participation). The role requires a person-centred, creative, and solution-focused approach to supporting older people to thrive.

## **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. One-to-one case work is the core focus of the role.

### **Case work**

- Take a person-centred approach to the assessment of older and vulnerable tenants and residents needs with regards accessing health, social care, housing, financial/social inclusion services and support.
- Develop support plans & prioritise actions to ensure required outcomes are achieved in partnership with older tenants and residents.
- Channel issues for resolution to the relevant local service providers and agencies where needed such as neighbourhood officers, GP surgeries, social care services, money advice services etc.
- Coach & mentor individuals to increase self-reliance, self-esteem and reducing feelings of helplessness.
- Support individuals & groups to access age friendly activities, education and other chosen therapeutic activities.

### **Safeguarding**

- Identify safeguarding situations working in partnership with all appropriate partners to prevent harm to vulnerable individuals and groups.
- Ensure a systematic and co-ordinated approach is taken to enable prompt outcomes, with individuals and partner organisations.

### **Service development**

- Develop positive and mutually beneficial relationships with key local projects and services in support of improving tenant access and engagement, aligning this work with that of the Ageing Well in Place Development Worker.
- Work together with older people to challenge services when inaction and inequalities are apparent, promoting diversity, inclusion, and equity in outcomes.
- Work in partnership with tenant communities and the Ageing Well in Place Development Worker to address common and recurring issues arising from independent living outreach case work across accommodation blocks.

### **General Duties**

- 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>	
<b>Experience</b>	
Experience of working with older or vulnerable people to sustain independent tenancies and/or 'age well in place' in their accommodation or local community.	E
Experience of taking a person-centred approach to developing support plans and risk assessing with older or vulnerable people.	E
Experience of successfully resolving challenges facing older or vulnerable people and improving wellbeing through a case work approach.	E
Experience of skills-development and confidence building with digitally excluded people through a case work approach.	D
<b>Skills and abilities</b>	
Proven ability to work positively with older or vulnerable people, who may have a range of additional and complex needs, by taking a needs-led, strength-based approach.	E
Excellent interpersonal skills with the ability to communicate effectively to achieve results with a wide range of stakeholders from older tenants to partner agencies.	E
Ability to manage own workload effectively amidst conflicting priorities and time pressure.	E
Excellent information and communication technology skills.	E
Ability to work occasional evenings and weekends and manage a hybrid working arrangement (at home or in community venues).	D
<b>Knowledge</b>	
Understanding of the challenges facing older and vulnerable people who wish to remain independent and living in their own home.	E
Good working knowledge of housing-related support, welfare rights, and health and social care services for older and vulnerable people.	E
Understanding of how to work towards greater diversity, equality, equity, and inclusion.	E
Understanding of adverse childhood effects & trauma informed approaches.	D
<b>Qualities and values</b>	
A commitment to enabling older and/or vulnerable people to have choice and control over their own lives.	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