



Job Description

Job Title	Loneliness and Isolation Project Coordinator
Salary	£27,171.92, pro-rata. Actual annual salary £21,737.54
Hours of work	Part-time, 30 hours per week
Working pattern	Hours to be agreed across 4 or 5 days, Monday to Friday. Flexibility for occasional evening/weekend working required.
Place of work	Based at the Main Office, 67 High Street, Thornbury, BS35 2AW, with travel across South Gloucestershire to client's homes and to run meetings and training sessions.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Permanent

Job Purpose
To coordinate and facilitate the running of our volunteer-led services aimed at alleviating feelings of loneliness and isolation in older people (Befriending and Reconnect). To provide support to the Volunteering Manager in the promotion, development and maintenance of volunteering services across the organisation in line with the organisation's strategy and business plan.
Responsible to
Volunteering Manager
Contacts
The post holder will need to work closely with key staff and the wider staff team, in addition to volunteers, volunteer-led service clients, other voluntary organisations, employers and community groups and Age UK National.

Key Responsibilities

Coordinate the provision of the Age UK South Gloucestershire Befriending and Reconnect services both in person and over the phone, supported by the Volunteering Administrator and office volunteers where available, to include:

- Dealing with incoming service enquiries, signposting internally and externally as necessary.
- Coordinating the processing of Befriending & Reconnect service referrals and maintaining the waiting lists.
- Carrying out visits and risk assessments for potential clients in their own homes or other appropriate venues.
- Carrying out a matching process with clients and an appropriate volunteer or peer contact.
- Carrying out Befriending matching visits with volunteers and at client's homes.
- Carrying out induction and initial matching visits for Reconnect participants.
- Providing day-to-day support for befriending volunteers and clients and signposting them to wider teams where required.
- Resolving day-to-day operational issues as they arise and escalating issues to the Volunteering Manager when needed.
- Providing monthly reports on the service activity in relation to key performance indicators.
- Administer surveys, keeping records & producing reports and statistics.
- Collecting and producing service case studies with the support of the wider team.
- Providing supervision opportunities to the team of Befriending Volunteers.
- Arranging and facilitating new volunteer training sessions.
- Maintaining efficient office procedures, and recommending improvements where necessary.
- In coordination with a Safeguarding Coordinator dealing with low-level safeguarding concerns and escalating concerns as they may arise.

Key Responsibilities cont.

Support the work of the wider Volunteering Services team by:

- Acting as a point of contact and information for day-to-day operational enquiries regarding volunteering and related services.
- In the absence of the Volunteering Manager assisting with the recruitment of volunteers to support a range of aspects of AUKSG work.
- Providing team support in the absence of the Volunteering Manager.
- Assisting with running volunteer social events, meetings and training sessions.
- Supporting the coordination of volunteer involvement in national campaigns and local fundraising campaigns.
- Sharing responsibility for external representation & marketing/publicity of Reconnect and other Volunteering Service.
- Representing AUKSG externally through presentations to groups and attendance at meetings and events as required to promote our services.

General Responsibilities of all staff members

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Requirements of the Post

The nature of this post will require:

- Regular travel; therefore, a requirement will be access to and the use of a reliable vehicle with Business Insurance. Car mileage will be paid at the prevailing HMRC-approved rate (currently 45p per mile.)
- Lone working; therefore, the advice and guidance of Age UK South Gloucestershire must be followed.
- An ability to physically access individuals' homes in a variety of locations and conditions.
- The flexibility for attendance at occasional meetings and events outside of any agreed working pattern, including evenings and weekends for which time off in lieu will be given. All evening or weekend work will usually be agreed upon with plenty of prior notice.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Essential Criteria

- Experience of working with volunteers.
- An understanding of the role of volunteering and the issues and opportunities it can bring.
- An understanding of the issues faced by older people; resilience to the nature of these issues, and a commitment to the aims and objectives of AUKSG.
- Excellent administrative and personal organisational skills.
- Excellent inter-personal communication skills and a range of written communication skills for a variety of audiences and purposes.
- Good presentation skills.
- An excellent level of IT skills, including using Microsoft Office packages such as Word, Excel, PowerPoint and Outlook.
- Good numeric skills.
- Ability to use initiative and work independently, but also to work cooperatively as part of a team when necessary.
- A positive and constructive approach to problem solving.
- Ability to establish and maintain effective working relationships with a wide range of people and other agencies.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.
- Willingness to work occasional evenings and weekends (for which time off in lieu will be available).
- Willingness and ability to travel as required (The nature of this post will require regular travel throughout South Gloucestershire and occasionally further afield therefore access to and the use of a reliable car is essential).

Desirable Criteria

- Experience of working with older people.
- Experience of working with a Befriending service.
- A recognised training qualification.
- Experience in carrying out risk assessments.