

Job description

Senior Service Coordinator

OPAL (Older People, Active Lives) - West Lothian

This post is funded initially to 30 June 2021 in line with current funding, with a possibility of extension following successful evaluation.

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians OPAL (Older People, Active Lives) Service provides support to people typically over 60 living in the West Lothian area who are suffering from or at risk of loneliness and isolation. The OPAL service offers a combination of;

- One to one support – to encourage individuals to get out and about, connect with their local community and become more socially engaged.
- Group activities – groups that older people can attend where they can meet new people, make new friends and enjoy themselves.
- Telephone support – weekly call to build up trust and conversation.
- Volunteer Drivers – supporting older people to be able to access OPAL groups.

The OPAL staff team is made up of: two Senior Coordinators, one Groups Coordinator, Administrator & Service Support, Service Support Assistant, Digital Support, (Outreach) Groups Support Assistant and two Sessional Group Support Assistant's.

The Senior Coordinator has responsibility for coordinating the delivery tracking and evaluation of the One-to-One element of the service, as well as maintaining and building relationships with Key stakeholders. This post is overseen and supported by the Service Manager.

2 Main Aims

The key outcomes expected from this role are:

- To ensure that an adequate supply of trained volunteers are available to meet the service delivery needs of the older people referred to the service by West Lothian Community Health and Care Partnership.
- To be responsible for supporting, training and developing volunteers to enable them to fulfil their role effectively within the service.
- Contributing to the continuous improvement of the service and volunteer team performance.
- Facilitating excellent relationships between volunteers and older people accessing the service and consistently promoting best practice to tackle and prevent social isolation and loneliness and contribute to sustaining older people in their own homes with improved quality of life and better health.
- To carry out clients assessments according to the agreed service agreements and targets and ensure that clients are matched with volunteers and monitored according to their individual needs and requirements.
- To continually promote and market the service including volunteer recruitment needs.
- To ensure appropriate clients, who meet the service criteria are managed utilising the Outcome Star system and progress is tracked regularly.
- Support full service delivery and complete supervision paperwork within guidelines.
- Support the Service Manager in line managing duties if required.

3 Tasks and Responsibilities

Volunteer development and support

- Managing the recruitment, selection, training and development of volunteers to provide a range of befriending services to older people referred to the service by West Lothian Community Health and Care Partnership or by self- referral.
- Work along with the additional Coordinator to put in place appropriate service responses to referrals, in consultation with the people referred and reflecting their aspirations and preferences.
- Develop links with community resources and create collaborative working partnerships.
- Provide direct advice, support and supervision to an assigned group of volunteers to ensure they operate effectively.
- Ensure that volunteering opportunities with the Service are promoted effectively within Cyrenians and externally.

Assessment of Client Referrals

- Managing the assessment and matching of the current befriending service caseload of clients.
- If the client meets the current criteria for the service they are matched and introduced to a volunteer.

- Clients are reviewed regularly to ensure that the service is effective in meeting goals identified in their assessment using the Outcome Star measuring tool.
- Report any concerns or issues relating to service delivery from matched client with volunteers to the Senior Service Coordinator.
- Ensure a throughput model of client support is provided to ensure continuing accessibility to new referrals.
- Meet weekly with other coordinators to discuss cases and seek support/provide feedback to the Service Manager when required.
- Ensure all relevant baseline data is captured and recorded accurately and stored appropriately for use as and when required for monitoring and statistical reporting.

Input to the Service's monitoring and evaluation systems

- Consistently gather data required for Cyrenians quantitative and qualitative monitoring and evaluation systems.
- Ensure all data is produced and reviewed monthly.
- Ensure all Outcome Star tracking is reviewed quarterly.
- Ensure the volunteers understand and implement systems to a high standard.

Promoting best practice in the service and in relationships between volunteers and older people using the service

- Keep up to date with relevant policy and practice in volunteering and in working with older people in the community.
- Ensure customers are treated with dignity and respect at all times, in line with the Charity's policies.
- Ensure compliance with charity policies on empowerment, improvement and ethics including, in particular, vulnerable adults and child protection.
- Promote good practice – with consistent standards of high quality service for all customers.
- Effective volunteer management.

Marketing & Promotion of the service

- Assist in the design, production and distribution of the service marketing and volunteer recruitment materials when necessary.

Manage staff in line with the service plan and Cyrenians annual planning cycle

- Provide line management to junior staff members adhering to relevant HR policies and procedures
- Ensure each staff member has an individual work-plan disseminated from the Business Plan
- Ensure adherence to the principles of the 'Cyrenians Way of Working' strategy

4 Person Specification

Knowledge

Essential:

- Range of techniques to recruit, train and retain volunteers.

- Understanding of the needs and motivations of volunteers.
- Working knowledge of dementia.

Desirable:

- Current regulations governing volunteering in Scotland.
- Best practice in supporting volunteers within an older people's service delivery model.
- Older people's community based services and networks in West Lothian.

Experience

Essential:

- Previous experience of working in a similar role, incorporating:
 - Volunteer coordination or management
 - Promoting volunteering and recruiting & supporting volunteers
 - Working with volunteer policies and procedures
 - Networking

Desirable:

- Previous experience of supporting older people or working with older people
- Previous experience of managing staff

Skills

Essential:

- Project management skills with a proven capacity to manage a diverse workload and prioritise effectively to meet deadlines.
- Excellent inter-personal skills, including:
 - Strong listening skills
 - Presentation skills
 - Ability to motivate volunteers and the public
 - Written and verbal communication skills
 - Relationship building and networking abilities
- Effective IT skills, including use of databases

Desirable:

- Interviewing and selections skills
- Training design and delivery

Approach

Essential:

- Collaborative working as part of a team.
- Able to work independently and proactively with minimum supervision.
- A sensitive and professional approach towards colleagues, volunteers and clients, respecting of confidentiality and anti-discriminatory practice.

Qualifications

Desirable:

- Health & Social Care SVQ Level 2

- Health and safety training

Circumstances

Essential:

- Able to work flexible hours in line with the requirements of the Service.
- Ability to travel independently across the area of the service.
- Our experience of delivering services in the West Lothian has informed our decision to advertise this post as requiring a driving licence and use of own car. Full expenses will be reimbursed.

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Service Manager
<u>Reporting:</u>	Written report against work plan at regular support and supervision meetings
<u>Liaison with:</u>	Other Cyrenians staff, particularly in Prevention Services; West Lothian Health & Social Care staff; West Lothian Council, NHS Lothian, Third Sector Organisations, partner organisations, other staff and volunteers in resources dealing with older people based within and beyond West Lothian
<u>Workplace:</u>	27 George Street, Bathgate
<u>Working Hours:</u>	37 hrs per week which will include occasional evening and weekend work
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£24,446 - £26,857 per annum (SCP25-28)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG Scheme membership required
<u>Duration:</u>	The role is currently funded until June 2020

6 Closing Date and Interviews

<u>Closing date:</u>	12 noon on Monday 5 th August 2019
<u>Interview date:</u>	12 th /13 th August 2019

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.