



## Job Description

### **POST TITLE: Dial-OP & GO Project Worker**

We are currently looking to recruit a self-motivated, proactive and enthusiastic individual to join the Dial-OP & GO team for a 12-month contract. This is an opportunity to be part of a dynamic and vibrant team who play a vital role in supporting individuals and communities to become more connected and resilient.

Dial-OP & GO offers a multi-layered support service to people in Dundee that provides information, connectivity and reassurance through the different activities delivered by the project or by referring them on to other organisations and services.

Dial-OP & GO is committed to ensuring individuals gain easy access to tailored information on local services and community resources, and have opportunities to increase their social interactions in a way that suits their personal circumstances and meets their individual needs. Dial-OP & GO volunteers play a fundamental role in the delivery and success of the project, supported by a small team of paid staff.

This post is funded by Big Lottery Improving Lives, Robertson Trust and Integrated Care Fund.

#### **PURPOSE OF POST:**

- To support the team with the ongoing delivery and coordination of existing, and future, Dial-OP & GO, including the recruitment and training of volunteers.
- Establish and maintain partnerships and working relationships with individuals, local communities, Third Sector and statutory partners.
- Identify and develop opportunities to tackle loneliness, build more integrated and resilient communities, and create pathways for individuals to better their lives.

#### **KEY DUTIES:**

- Ensure the effective management of incoming referrals, identify suitable sources of support along with the Project Coordinator and arrange positive volunteer-service user matches.
- Source, coordinate and support volunteers in their role of offering companionship, practical and/or emotional support, ensuring they are satisfied and well-placed.
- Ensure that the project progresses in line with the project plan and evolves in line with identified needs and expectations.
- Participate in the daily running and management of Dial-OP & GO services.
- Work to meet the project outcomes and undertake monitoring, reporting and evaluation of the project.
- Promote the work of Volunteer Dundee and Dundee's Third Sector Interface.

#### **OTHER DUTIES:**

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties as it is recognised that jobs change over time.

#### **RESPONSIBLE TO:**

Project Coordinator

## **MAIN WORKING CONTACTS**

- a) **Internal:** Dial-OP and GO Coordinator, Admin Worker and volunteers; Community Development and Engagement Team; Volunteer Dundee staff and volunteers.
- b) **External:** Integrated Care Fund projects, Third Sector Interface partners, community and voluntary groups, Dundee City Council and NHS Tayside.

## **CONDITIONS OF SERVICE**

- These are set out in the organisation's conditions of service.
- All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions. Current contributions are 5 per cent employer and 5 per cent employee.
- The organisation has an Equal Opportunities policy and seeks to be an equal opportunities employer.

**SALARY:** £19,857 per annum

**HOURS OF WORK:** 35 hours per week to be worked in accordance with VCD Conditions of Service. This post may involve evening and weekend working.

**CONTRACT:** Fixed-term for one year

**ANNUAL LEAVE:** 27 days per year, rising one day per year according to service up to 32 days, and Christmas closure

**TRAINING:** All Volunteer Dundee employees have the opportunity to request training and development in line with the Internal Staff policy.