

Job description

Groups Coordinator

OPAL (Older People, Active Lives) - West Lothian

This post is funded until 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;

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

The Group Coordinator has responsibility for coordinating the design, delivery and evaluation of the group activities programme, overseen and supported by the service manager as well as maintaining and building relationships with key stakeholders.

The post holder will be responsible for:

- Managing intake, ensuring appropriate attendance numbers

- Programme design and delivery
- Support and retention of participants
- Monitoring and evaluation
- Programme logistics, including health and safety
- Group marketing and promotion
- Maintaining and building relationships with key stakeholders
- Identifying new group opportunities
- Supervising and supporting the Group Support Assistants (sessional workers) and volunteers.

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.

Cyrenians requires all staff to be flexible in their approach and willing to help meet the needs of the charity and clients in whatever circumstances arise. We expect all staff to display care, respect and a non-judgmental approach to clients, being prepared to work tenaciously and imaginatively towards successful outcomes.

2 Tasks and Responsibilities

Design of Group Programme

- Consult with stakeholders, including those who use older people's services to identify gaps for groups and local needs in the West Lothian area.
- Identify where there is a need for new groups, what type of group activity is required and logistics of setting up of that group or identifying and linking with other existing community groups which OPAL can support.
- Identifying what groups are successful and develop longer term sustainability for these groups going forward, empowering volunteers to take on group responsibility.
- Produce a programme plan, including required resources for each element.
- Liaise with the service manager on a regular basis with feedback concerning any gaps in service or new activity delivery requirements.

Promotion and networking

- Ensure a marketing plan is in place for groups, linking with the one-to-one service when appropriate and updating timeously in line with the groups' service needs.
- Along with the service manager, confirm criteria for the groups.
- Promote the programme via relevant methods e.g. Stakeholders, local media, social media ensuring that groups with low attendance numbers are prioritised.
- Attend local meetings and networking opportunities in order to raise the profile of groups, identify new opportunities and to maintain Cyrenians OPAL brand awareness.

Group work delivery

- Oversee the delivery of the group work programme, assisted by the Groups Sessional Workers and volunteers.
- Coordinate specific input from the befriending team, stakeholders/PSP group work delivery and key delivery partners.
- Arrange space, venue hire and any other required resources for the group work delivery.
- Liaise on a regular basis with the OPAL staff team, feeding back any relevant issues or information concerning the group delivery (including volunteer drivers) and identifying and tracking any future needs for group delivery activities from current caseloads.
- Liaise with the Service Manager on a regular basis and provide feedback and progress updates on the group activity.
- Liaise with key contacts within the group activity service delivery and identify opportunities for future partnerships and partnership working for group activity delivery.

Supporting the retention of participants

- Where appropriate, refer any identified participants to additional support either within or out with Cyrenians.

Monitoring and Evaluation

- Take responsibility for ensuring the required monitoring and evaluation systems are in place and upheld.
- Establish a system for long term 'tracking' to establish the long term impact of the programme.
- Ensure that client records are kept up to date and accurate using the appropriate systems within the service.
- Collect and collate data on the impact of the service.
- Produce regular progress reports for manager.
- Regularly monitor and manage the group delivery budget to ensure the group activity delivery work is coming in on budget and there is no overspend.

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

Additional tasks

- Recruitment and line management, and support and supervision, of volunteers.
- Participate in 6 weekly support and supervision meeting with the Service Manager.
- Participate in monthly team meetings with the Service Manager and OPAL team.

- Attend external operational meetings and events when appropriate or when deemed relevant by Service Manager.
- To undertake any other duties that may reasonably be expected to fulfil the role.
- Attend Cyrenians staff forums.

3 Personal Specification

Knowledge and Experience	
Experience of working with Older people	Essential
Previous experience of facilitating group work or delivering training or activities	Desirable
An understanding of older people's services in the local area.	Essential
Previous experience in implementing new activities and evaluation of these.	Desirable
A solid understanding of the theory behind group work an ability to translate evidence based practice.	Desirable
Experience of partnership working and an ability to relate professionally to stakeholders	Essential
Experience of producing reports which are to a high standard.	Essential
Commitment to quality assurance and high standards in service delivery.	Essential
Ability to implement operational policy	Essential
Able to use Word, Excel and Outlook to a basic level and routinely to update spreadsheets and databases	Essential
Previous experience of managing staff and/or volunteers	Desirable
Qualifications and training	
Degree in related discipline or other relevant qualification	Desirable
Values and attributes	
Ability to work as part of a team	Essential
A commitment to continuous improvement	Essential
Excellent prioritisation and organisational skills	Essential
Excellent written and verbal communication skills	Essential
Patient and respectful of all people, whatever their background.	Essential
Conscientious, practical, committed and hard working	Essential
Flexibility, tenacity and willingness to go the extra mile	Essential
Positive thinker and creative problem solver	Essential

4 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>Liaison with:</u>	The OPAL Service Team, PSP Partners/partner organisations/organisations, West Lothian Health & Social Care staff, volunteers and other third sector

	organisations.
<u>Workplace:</u>	Cyrenians Bathgate office
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<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>Funding:</u>	Funding for this post is currently secured until 30 June 2021.
<u>Disclosure:</u>	PVG Scheme membership required
<u>Driving Licence</u>	Required - with the use of vehicle for business purposes, for which mileage expenses are reimbursed.

5 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 19 th August 2019
<u>Interview date:</u>	Tuesday 3 rd and Wednesday 4 th September

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