

Wellbeing Calls Coordinator

- Salary:** Grade D
£21,452 to £24,676 (pro-rata) (with increments over three years)
Hours – 37.5
Pension – 5% employee, 3% employer contributions (after 3 months)
Life Assurance – 4 times salary (after 3 months)
- Duration:** 1 year initially
Potential to extend dependent on funding
- Holidays:** 28 days annual leave plus public holidays
- Location:** Home working and 525 Ferry Road, Edinburgh, EH5 2FF
- Start Date:** 1st February 2021

The organisation

People Know How is an Edinburgh and East Lothian based social innovation charity (SCIO), operating since 2013. We combine an international reach, receiving volunteers and interns from all around the world; with a focus on engaging with local people and local issues.

We are committed to addressing marginalisation and have an ethos driven to make a positive difference. We have developed innovative methods to engage and empower people to improve their lives. We believe that together we can create and deliver the most productive and impactful differences for communities.

Our mission

To empower individuals to be socially innovative in their communities, by helping them transform their ideas into action. We do this by providing the skills, tools, resources and framework they need to deliver positive social change.

Our vision

Communities where people have the opportunity to reach their full potential using their strengths and assets.

Our Values

- We value people's potential;
- We invest in creative and dynamic processes;



- We commit to meaningful action;
- We strive for innovative solutions;
- We collaborate with purpose.

Our Process

We are people-led, placing huge value on people’s lived experiences, whilst also developing evidence-based approaches through reviewing best practice and research. We call this process ‘social innovation’ and every project we run is rooted in this approach. We have developed a model which we have used to deliver on a number of successful projects. Each of our projects moves through a cycle of 4 key phases:

1. Ask

We begin every project by asking people to share their ideas, needs, strengths and assets. We believe “People Know How” to identify their needs and the solutions that will help them fulfil their potential and solve social issues.

2. Research

We review literature and best practice guidance to inform people’s ideas and ensure there is an evidence base before proceeding with a project.

3. Do

We run projects and deliver activities, putting ideas into practice. We have developed a number of monitoring and evaluation tools which are built into our activities so that we are constantly gathering data to assess our progress and performance.

4. Share

We share the approaches and impact of our work to recognise and celebrate the positive outcomes, whilst identifying where improvements can be made. We then ask for feedback on what we have shared, creating a cycle driving continuous improvement.



Our Key Projects:

Social Innovation Programme

In line with our new Strategic Plan to 2025 the programme aims to support and empower communities including people, community groups, new/established charities and to engage in systems change with the public, third, business and academic sectors.

Positive Transitions

Established in 2015 to support disadvantaged and vulnerable children, young people and families. The overarching aim is that children and young people grow up to be healthy, confident and resilient so they can fulfil their potential.



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Reconnect

Reconnect was established in 2017 to help people use digital skills to make better social connections and improve wellbeing. It has since grown into a full service supporting adults across Edinburgh, promoting social inclusion and wellbeing.

The Role

We have an exciting opportunity for a **Wellbeing Calls Coordinator** to join our team, as part of our response to the national emergency around Covid-19. This role will focus on matching volunteers with vulnerable adults impacted by coronavirus. The postholder will support around 40 to 60 volunteers at anytime with adults impacted by coronavirus, as part of the **Reconnect Service**: <https://peopleknowhow.org/reconnect/wellbeing-calls/>

Wellbeing Calls involves over-the-phone befriending to adults across Edinburgh and East Lothian. Having a friendly chat has been proven to help improve health and wellbeing. Befrienders offer a friendly ear to those who may be feeling isolated. From chatting about hobbies or interests, to share advice and resources, befrienders are there to listen, talk, and understand. This project uses our befriending model, closely matching each person with a volunteer who meets their requirements and shares their interests.

The successful candidate will work as part of a team and support the Operations Manager in:

Key tasks

- Coordinating referrals and undertaking assessments in partnership with vulnerable adults, referrers and other relevant individuals;
- To identify, facilitate and support befriending matches between adults and an appropriate volunteer befriender;
- To contribute to volunteer recruitment and training across the service, and to support and supervise a team of volunteers, interns and placement students;
- To work as part of the wider team to ensure services are delivered effectively; and to work in partnership with adults, relevant professionals and other stakeholders to ensure the service remit is carried out with regard to statutory commitments and best practice
- To appropriately record, maintain and evaluate information gained through the process of assessment, monitoring and review; and to provide quantitative and qualitative data to the project co-ordinator for preparation of reports and statistical returns
- To fulfil agency requirements in relation to receiving training and practice development, and to develop individual and team skills.
- Monitoring and evaluation activities and providing material to contribute to reports for funders and trustees;
- Collaborating with the team to design delivery models for new and existing work
- Understanding of equality & diversity, safeguarding, data protection, risk management, safety & security
- Working closely with the Operations Manager and a range of partner workers/professionals/agencies as appropriate;
- Supporting the daily running of the office and carrying out any other duties as required.
- To plan, develop and coordinate agency policies, procedures and management systems, and to participate in the planning and review of service development.
- Managing budgets and resources, as required.



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Person Specification: Essential

We are a dynamic organisation and team. We are looking for someone who is able to be responsive and embrace change and challenges in a positive manner. This includes:

- Passionate about working with adults and empowering them to reach their potential;
- Strong communication skills (written and verbal);
- Skilled in using Microsoft Office applications;
- Strong planning, organisational and administrative skills with the ability to manage a large team with diverse communication styles;
- Creative, with the ability to share ideas and work collaboratively;
- Highly motivated and able to work independently;
- A positive, professional 'can do' attitude;
- Flexible and able to adapt to change to meet the needs of the organisation;
- Ability to work well with others as part of a team;
- Supportive, and able to encourage others to contribute/share ideas;
- Friendly, and able to manage existing relationships and create new relationships with partner organisations;
- Caring, with the ability to work with vulnerable adults in an empathetic, respectful manner;
- Driven to make a real difference with a shared vision and commitment to what we do;
- The successful candidate will be required to comply with People Know How's Child & Adult Protection Policy. He / she will be a member of the PVG (Protection of Vulnerable Groups) scheme or must make application to join the Scheme;
- The successful candidate must hold a clean driving licence and own or have access to a car.



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