

POSITION: Service Coordinator - Vintage Vibes – 4 days a week

RESPONSIBLE TO: Operations Manager – Vintage Vibes

LOCATION: Space @ The Broomhouse Hub, with agreement to also work from home, 525 Ferry Road, LifeCare offices, or other such location as we consider necessary for the performance of your duties.

PURPOSE OF THE JOB

Vintage Vibes puts together volunteers with people over 60 (called our VIPs), who are matched based on shared interests, to tackle isolation and loneliness through creating long-lasting friendships.



- To deliver a quality, personalised and responsive beneficiary-led service to older people in Edinburgh so that more over 60s are able to live at home for longer and have better social connections and relationships
- To carry out the quality of practice essential to Vintage Vibes, and be committed to the values and innovative practice of this unique service
- To work alongside the Vintage Vibes staff team across both organisations, volunteers and the wider teams of both partners.
- Co-ordinate and supervise the provision of the Service and volunteers in the delivery of the service.
- Carry out quality practice and activities in accordance with statutory requirements, quality standards and The Partners' policies and procedures
- Project requirements and VIP needs will evolve hence flexibility and adaptability are necessary, these changes should continue to be a demonstration of the values and ethos of both partners.
- To carry out quality practice and activities in accordance with statutory requirements, quality standards, The Partners' policies and procedures, and demonstration of the values and ethos of both charities.
- Line Management of Volunteers

KEY DUTIES

- To work with the Vintage Vibes team across both partners to deliver the project.
- Contribute to the planning, development and delivery of the project in line with Vintage Vibes' overall strategy, vision & values.
- Identify opportunities to ensure appropriate referrals to the project, through targeted marketing of the project to potential new referral agencies/client groups, including groups who are among those harder to reach.
- Manage level of referrals and necessary associated communications
- Respond to evolving VIPs needs through short-term additional support, signposting and additional engagement opportunities.



- Plan and co-ordinate schedules for volunteers
- Represent Vintage Vibes and/or the partners in matters relating directly to Vintage Vibes, and/or the wider organisations.
- To collaborate with Vintage Vibes colleagues in the management and support of volunteers.



NETWORKING

- Networking with local organisations and causes to establish potential partnerships and engagement opportunities for VIPs

OPERATIONAL SERVICE DELIVERY

Ensure that the Service is delivered in such a way that it:

- Treats everyone as an individual.
- Operates in line with best practice standards of service delivery and is an excellent service for VIPs and volunteers.
- Developing and updating policies and procedures of the project in line with best practice and ensure that they are met by volunteers and VIPs who are part of the project.
- Ensure that funding related outcomes and/or targets for the project are met or exceeded.
- Work in partnership with Third Sector services, statutory services and other external agencies for the benefit of VIPs and volunteers and for the success of the project.
- Record, collate and report on project outcomes, testimonials and case studies to demonstrate impact and feed into future project improvement.
- Collaborate on potential project development and implement pilots to test for change.
- Support and co-ordinate volunteers involved in provision of Vintage Vibes' VIP groups.
- Carry out monitoring and evaluation, for internal and external reporting and in support of future funding, sponsorship and promotional activities
- Contribute to reports and compiling of required documents in preparation for Consortium Steering Group meetings.
- Contribute data to the CRM system, ensuring accuracy and keeping information up to date and in line with project data policies.
- Engage with the Vintage Vibes Volunteer Portal

VOLUNTEER MANAGEMENT AND CO-ORDINATION

- Line manage and co-ordinate volunteers and ensure that regular support, supervision and appraisal is provided in line with volunteer policies and procedures
- Gather feedback, ideas and suggestions from volunteers to constructively and usefully inform project improvement planning.



- Recruit, induct and train volunteers in line with volunteer policies and procedures
- Work with Vintage Vibes team to create, review and update volunteering policies, procedures and training documents.
- Demonstrate to volunteers that they are valued and foster good relationships that will ensure continued engagement.
- Ensure fundraising, office-based and events volunteers have appropriate support, knowledge and training and ensure their expectations are met.

QUALITY ASSURANCE, LEGISLATION REGULATION

- Assist the partners by implementing the legislative & regulatory requirements, quality standards & practice required by volunteers to deliver this Service: (following appropriate Codes of Conduct for the Service, mindful of Health and Safety Executive, and Investing in Volunteers, Quality in Befriending and other relevant Quality Standards)
- Assist LifeCare Edinburgh and Space to regularly review the project so that it continues to comply with regulatory requirements and Quality Standards
- To be committed to monitoring and evaluation, to capture and collate VIP and volunteers' comments, suggestions, testimonials, etc., to help monitor, assess and evaluate the project's quality and impact



ADMINISTRATIVE TASKS

- Processing referrals and initial volunteering enquiries
- Managing waiting list
- Represent Vintage Vibes at events
- Support in administrative tasks as required
- Team support including at team meetings and ad hoc admin support.

TEAM WORK

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings & staff meetings as required
- Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects
- To work as part of the wider team to ensure services are delivered effectively, including stakeholders to ensure the organisation's remit is carried out with regard to statutory commitments and best practice
- To fulfil organisational requirements in relation to receiving training and practice development, and to develop individual and team skills
- Work to legislative, ethical, policy and procedural requirements, adhering to Space's policies & procedures, including best practice on Safeguarding and Protection of Children and Vulnerable Adults, HR, Health and Safety & Operational, and participate in all policies being reviewed and updated
- Undertake relevant Continuing Professional Development and interest in the latest relevant literature
- Use communication systems to good effect including email/pigeonholes/meetings/notice boards
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate
- Understand fully the requirement for confidentiality in your work, balanced with data sharing with suppliers, stakeholders and others, being aware of GDPR.
- Care for the work environment to promote effective working
- Liaise with other voluntary, statutory workers and stakeholders as required.

PROFESSIONAL RESPONSIBILITIES

- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private or sensitive information about organisations and/or individuals

LINE MANAGEMENT, SUPPORT AND SUPERVISION

- Regularly report to Operations Manager, undertaking Support & Supervision and review meetings in line with Space & Broomhouse Hub HR procedures

BEHAVIOURS

All staff are expected to:

- Nurture a culture of kindness through upholding and working towards our values – welcoming, fun, creative, bold and trustworthy.
- Be a role model for staff and stakeholders, showing optimistic, determined and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

IF YOU HAVE ANY QUESTIONS, DON'T HESITATE TO GET IN TOUCH!

Email us on hello@vintagevibes.org.uk or call 0131 343 0955