

## Job description

# Senior Service Coordinator

## OPAL (Older People, Active Lives) - West Lothian

**This post is initially funded to July 2022 in line with current funding**

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with those experiencing the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That is why all our work is values-led and relationships-based.

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.

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## 1 General

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Cyrenians OPAL (Older People, Active Lives) aims to maintain or increase older people's independence and wellbeing across the West Lothian area. The service is delivered by a team of dedicated, trained volunteers who offer encouragement, companionship and support to help engage in social, leisure and community activities. Our work is informed by the *Reshaping Care Strategy (2011-21)* and funded by West Lothian Health and Social Care Partnership.

The OPAL service provision includes:

**One-to-one support** – home visits, digital support, walks, phone buddies

**Community capacity building** – supporting local development

**Group activities** – social, activity and learning groups

**Volunteer Drivers** – support to access OPAL groups

**Shopping Service** – support to go shopping

The OPAL staff team is made up of: Service Manager, Community Capacity Builder, three Senior Service Coordinators, Systems & Comms Officer, Service Support Assistant, two Group Support Assistants and the Team Administrator.

The Senior Service Coordinator (SSC) is responsible for coordinating the delivery of the One-to-One and Groups element of the service, as well as the recruitment and management of volunteers. Relationship building with stakeholders is also vital in this role. This post is overseen and supported by the Service Manager.

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## **2 Main Aims**

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The key outcomes expected from this role are:

- Design and manage all aspects of the groups programme, updating frequently to ensure it suits and meets the needs of those attending
- Support, manage, train and recruit volunteers to meet the needs of the service
- Review referrals and perform client assessments to determine referred individual needs and to enable a plan for a personalised service
- Matching and facilitating excellent relationships between volunteers and clients and consistently promoting best practice in line with our organisation, service and funder outcomes
- Contributing to the continuous improvement of the service
- Support the service monitoring and evaluation process
- Promotion and marketing of the service
- Participate in six weekly supervision with Line Manager
- Record and feedback gaps in local services to support planning for future delivery
- Research new areas for developing self-sustainable community groups
- Participate in annual service planning
- Support the Service Manager in line managing duties

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## **3 Tasks and Responsibilities**

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### **Groups Support and Development**

- Oversee all aspects of group work, creating a management process for staff and volunteers which can be adapted when required to support existing needs of the service users
- Manage groups service budget as well as individual groups finances
- Identify opportunities for new self-sustainable groups, type of activity required and logistics of set up
- Manage the ongoing marketing and promotion of groups
- Identify existing groups where longer-term sustainability may be implemented by empowering volunteers to take on responsibility
- Produce a programme of activities, booking speakers/entertainers and sourcing other resources to meet requirements
- Manage groups annual evaluation process and facilitation of regular feedback sessions ensuring a continued needs-led service
- Provide leadership and guidance to the Groups Support Assistants and volunteers

### **Volunteer development and support**

- Support the recruitment, selection, training and development of volunteers to provide a range of services to older people
- Provide direct advice, encouragement, support and supervision to volunteers ensuring they have the tools to operate effectively

- Manage assigned ongoing relationships between volunteers and clients, reviewing on a month-to-month basis that boundaries are intact and guidelines met

### **Client development and Support**

- Assessing and managing assigned client caseload
- Support service operations through regular coordinator catch ups and team meetings
- Monitor and review caseload regularly to ensure client needs are being met and update accordingly
- Ensure a throughput model of client support is provided to ensure continuing accessibility to new referrals
- Provide leadership and guidance to support staff

### **Input to the Service’s monitoring and evaluation systems**

- Consistently gather data required for Cyrenians quantitative and qualitative measuring and valuing process
- Support the evaluation processes across volunteering and one-to-one areas

### **Promoting best practice 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 clients are treated with dignity and respect at all times, in line with the charity’s values
- 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 involved
- Report any concerns or issues relating to service delivery to the Service Manager immediately

### **Marketing & Promotion of the service**

- Manage and oversee the design, production and distribution of the service marketing and volunteer recruitment materials
- Attend relevant meetings and develop links with our network of providers and create collaborative working partnerships

### **Line Management in line with current service plan**

- Provide line management to support staff adhering to relevant HR policies and procedures
- Informed by the current service plan and Cyrenians 5 year annual plan, support staff team to deliver the outcomes of the service

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## **4 Person Specification**

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<b>Knowledge and Experience</b>	
A range of methods to recruit, train and retain volunteers	Essential
An understanding of the needs and motivations of volunteers	Essential

Best practice in supporting volunteers within an older people's service and current regulations governing volunteering in Scotland	Desirable
Older people's community-based services and networks in West Lothian	Desirable
Previous experience of working in a similar role, incorporating: <ul style="list-style-type: none"> <li>○ supporting older people</li> <li>○ setting up and supporting groups</li> <li>○ Volunteer coordination or management</li> <li>○ An understanding of dementia</li> </ul>	Essential
Previous experience of line managing staff	Desirable
<b>Skills</b>	
Project management skills with a proven capacity to manage a diverse workload and prioritise effectively to meet deadlines	Essential
Excellent inter-personal skills, including: <ul style="list-style-type: none"> <li>○ Strong listening skills</li> <li>○ Presentation skills</li> <li>○ Ability to motivate volunteers and the public</li> <li>○ Written and verbal communication skills</li> <li>○ Relationship building and networking abilities</li> </ul>	Essential
Effective IT skills, including use of databases	Essential
Interviewing and selection skills with the ability to design and deliver required training package	Desirable
<b>Values and attributes</b>	
Able to work collaboratively as part of a team but also independently and proactively	Essential
A sensitive and professional approach towards colleagues, volunteers and clients, respecting confidentiality and anti-discriminatory practice	Essential
A commitment to continuous improvement	Essential
Excellent organisational skills	Essential
Excellent written and verbal communication skills	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	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
<b>Qualifications</b>	
Health & Social Care SVQ Level 2	Desirable
Health and safety training	Desirable

### **Circumstances**

- 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 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.

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## **5 Terms & Conditions**

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Service Manager
<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, EH48 1PG
<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>	£25,309 - £27,805 per annum (scale points 25 to 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 July 2022

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## **6 Closing Date and Interviews**

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<u>Closing date:</u>	12 noon on Monday 1 <sup>st</sup> November 2021
<u>Interview date:</u>	15 <sup>th</sup> and 16 <sup>th</sup> November 2021

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