

Job description

Service Coordinator

OPAL (Older People, Active Lives) – Scottish Borders

This post is fixed term, funded for two years until 30th June 2024.

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation(SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand there is no “one size fits all” approach to supporting people towards more positive and stable futures. That’s why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

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 by our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent services 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) is a new service in partnership with Eildon Housing Association, which will aim to maintain or increase older people’s independence and wellbeing across the Scottish Borders area. We will recruit a team of volunteers who we will train to 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 is funded by the Scottish Governments Mental Health and Wellbeing Fund.

The service provision includes:

- **Group activities**
- **One-to-one support**

The Service Coordinator (SC) is responsible for the coordinating and 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 and an Advisory Group.

2 Main Aims

The key outcomes expected from this role are:

- Support, manage, train and recruit volunteers to meet the needs of the service
- Design, deliver and manage all aspects of the groups programme, creating an activity plan informed by the attendees
- Review incoming referrals, assess clients and agree and implement a personal support plan
- Match and facilitate relationships between volunteers and clients and consistently promoting best practice in line with our organisation, service and funder outcomes
- Contribute to the continuous improvement of the service plan
- Support the service measuring and valuing process
- Assist with volunteer recruitment and the marketing plan
- Participate in six weekly supervision with Line Manager
- Record and feedback gaps in local services to inform planning & service future delivery
- Support the Service Manager in line managing duties

3 Tasks and Responsibilities

Volunteer development and support

- Support the recruitment, selection, training, development and recognition 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

Groups Support and Development

- Oversee all aspects of group work, creating a management process for staff and volunteers
- Manage groups budget
- Manage the ongoing marketing and promotion of groups
- Enable participants to lead their own groups enabling longer-term sustainability
- Produce a programme of activities based on feedback from attendees
- Provide leadership and guidance to groups facilitators and volunteers

Client development and Support

- Initial assessment and ongoing management of client caseload
- Support service delivery through regular catch ups and team meetings
- Ensure a throughput model of client support is provided where applicable to ensure continuing accessibility to new referrals
- Provide leadership and guidance to support staff & volunteers

Measuring and Valuing

- Consistently gather data required for Cyrenians quantitative and qualitative measuring and valuing process

- Support the evaluation processes across volunteering, groups 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
- 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

4 Person Specification

Knowledge and Experience	
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 the Scottish Borders	Desirable
Previous experience of working in a similar role	Essential
Previous experience of line managing staff	Desirable
Skills	
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"> ○ Strong listening skills ○ Presentation skills ○ Ability to motivate volunteers and the public ○ Written and verbal communication skills ○ Relationship building and networking abilities 	Essential
Effective IT skills, including use of databases	Essential
Interviewing and selection skills with the ability to design and deliver required training package	Desirable
Values and attributes	
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
Qualifications	
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 other areas has informed our decision to advertise this post as requiring a driving licence and use of own car. Full expenses will be reimbursed.

5 Terms & Conditions

<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; Eildon Housing Association staff, Dumfries & Galloway TSI; Third Sector Organisations, other staff and volunteers dealing with older people based within the Scottish Borders
<u>Workplace:</u>	Eildon Housing Association, Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk, TD7 5EB
<u>Working Hours:</u>	30 hours per week, which may include occasional evening and weekend work
<u>Annual Leave</u>	25 days plus 10 public holidays pro-rata
<u>Salary:</u>	£26,068 - £28,639 pro rata per annum (scale points 25 to 28). This equates to £21,136 per annum for a 30 hour week at scale point 25.
<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 fixed term, funded until 30 th June 2024

6 Closing Date and Interviews

Closing date: 12 noon on Wednesday 11th May

Interviews: will be held on 24th or 25th May at Eildon Housing Association.

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