



JOB DESCRIPTION & PERSON SPECIFICATION – PARTNERSHIP COORDINATOR

1 JOB DETAILS

Job Title	Partnership Coordinator
Hours	37.5 hours per week
GOR	Required to have a genuine and active Christian faith and commitment
Salary	Points 24-27: £12.98 - £14.26 per hour (£25,310.04 - £27,802.80) (dependent on qualifications and experience)
Location	The job holder is based at Street Connect's main office in Glasgow, but the post will involve travel and work at other locations

2 JOB PURPOSE

To coordinate, support and develop a range of partnerships to take forward the work of Street Connect. This will include supporting existing church partnerships through which Street Connect activities are currently being delivered and developing new church partnerships. This is a vital role to achieve Street Connect's vision of "*Ending addiction by restoring connection*".

To develop other and support other partnership working to enable us to more effectively develop the organisation and improve the help we can provide to our participants.

The post holder will work as part of the Street Connect team seeking to take forward our mission to offer hope and opportunity of recovery for individuals disadvantaged by addiction and associated issues including homelessness and poor mental health.

3 MAIN RESPONSIBILITIES

Responsibilities	Approx. % of time
<ul style="list-style-type: none"> To support church partnership projects enabling them to create a positive and structured environment for the delivery of street outreach, drop-in cafés, one-to-one support, group work and aftercare activities as appropriate. Spending time engaging meaningfully with project leaders and volunteers, encouraging, listening and sharing as appropriate, assisting them with the challenges they face and nurturing an atmosphere of Christian love, care and trust focussed on the needs of participants. 	30%
<ul style="list-style-type: none"> To reach out to, engage with and develop new church partnerships to provide new Street Connect projects in areas of need 	30%
<ul style="list-style-type: none"> To monitor and evaluate the performance of church partnerships and undertake appropriate reporting to stakeholders including funders 	15%
<ul style="list-style-type: none"> To deliver and coordinate the delivery of a wide range of training courses and materials to church leaders and volunteers to enable churches to effectively deliver Street Connect activities. 	15%
<ul style="list-style-type: none"> To support the development of other partnership activities to create authentic positive and productive working relationships including working with Christian and non-Christian organisations engaged in similar work. 	10%

4 PLANNING AND ORGANISING

- Plan own workload ensuring all deadlines and targets are met and keeping up to date records.
- Plan and schedule meetings with church partners and potential church partners
- Prepare and organise training materials and deliver training to church partnerships in relation to the development and implementation of Street Connect projects and support for vulnerable participants.
- Organise and administer partnership agreements, risk assessments, health and safety requirements, finance and fundraising plans and the development and implementation of any other policies and procedures as required.

5 PROBLEM SOLVING

- Responding with care, sensitivity and understanding to the issues, concerns and situations that partners dealing with participants with complex needs experience and share, determining the best approach in dealing with any issue as they arise.
- Manage and prioritise the presentation of multiple different needs from partners, ensuring all are appropriately addressed.
- In discussion with team members and the Head of Business Development consider appropriate responses to complaints.
- Manage a difficult workload with, at times limited resources, requiring a creative and flexible approach.

6 DECISION MAKING

- Prioritisation of own work.
- Consideration of team make-up when allocating daily tasks.
- Interviewing prospective church partners and evaluating their capacity for delivering a Street Connect project.
- Liaising and supporting church partners in response to challenging and difficult behaviour from project participants.
- Make decisions in emergency situations in line with procedures that are set out.

7 KEY RELATIONSHIPS

- Operations Manager– the post holder will work closely with as their line manager.
- Service Development Manager – the post holder will support the Service Development Manager in the development and delivery of partnership training and operational policies, procedures and guidance.
- Business Support Manager – the post holder will work closely with the Business Manager in ensuring the effective management of services including the organisation and recording of financial information, monitoring and evaluation information and various project health & safety requirements as required.
- The post holder will work with the Partnership and Volunteer Support Worker to support church partner volunteers
- Staff - the post holder will work alongside other staff from across the organisation.
- Volunteers – the post holder will deliver training to volunteers at Church partnership projects

8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

The essential qualifications and characteristics that will be required of the person undertaking the role are:

- A relevant qualification at SVQ3 or above or willingness to work towards this.
- A commitment to working in partnership with other organisations in order to fulfil the organisation's aims and objectives
- Experience in partnership working gained in the public, private or voluntary sectors.
- Experience of working with churches from a wide variety of backgrounds and denominations
- An understanding of homelessness, mental health and addiction issues
- Able to demonstrate a track record of starting new projects
- A confident public speaker
- Ability to deal with all matters in confidence, with sensitivity, tact and diplomacy
- Ability to deal appropriately with challenging behaviour
- Ability to maintain clear & accurate records
- Administrative skills and experience
- Excellent interpersonal skills
- Strong organisational skills
- Flexibility to respond to a changing environment
- Required to have and be able to evidence a genuine Christian faith and commitment as a genuine occupational requirement
- Current UK driving licence
- Sales experience is desirable but not essential
- Business experience is desirable but not essential

9 DIMENSIONS

- The post holder will have considerable dealings and communication with service users, external agencies, and volunteers
- The post holder will assist fellow workers in the fulfilment of their responsibilities, whether in a support or lead role as delegated by the management.
- The post holder will take part in on-going training and personal development.
- The post holder must be willing to do any other reasonable work related tasks as requested by the management team.
- The post holder will participate fully in supervision and appraisal procedures.

10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

- The post holder is required to respond to questions about the Christian faith from personal experience, in order to contextualise Street Connect's vision of working with vulnerable people as an expression of Christian love in action.
- The post holder is to have a genuine and active Christian faith demonstrated by a live church commitment on the basis of the face to face contact the post holder will have with service users in facilitating their increasing independence through physical, emotional and spiritual support.
- Holiday entitlement will accrue during the contract period in line with current pay and conditions policy.

11 CREATION AND REVISION

Created	20/11/2020
For Review	05/12/2023
Reviewed and updated	05/12/2022