

## **JOB DESCRIPTION**

**JOB TITLE: PROJECT WORKER**

**SERVICE: OLDER PERSON'S SERVICE**

### **PURPOSE OF THE JOB**

Older Persons Service promote social inclusion opportunities for vulnerable people by providing 1-1 volunteer and staff befriending in peoples own homes, within their communities, and support with social engagement opportunities for service users and carers through our drop in social cafes.

The purpose of the job is to recruit, train and support volunteers to support the people who receive our services to become actively engaged and included within their communities.

The Project Worker will provide regular support, guidance and training to volunteers and a small staff team. They will develop relationships with relevant agencies and other services to maximise opportunities for the people we support.

The Project Worker will be responsible for their own workload, daily decision making and be expected to work with minimum supervision.

Maximizing user involvement and choice and promoting and developing innovative practice are key aspects of the job.

### **VALUES**

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

### **MAIN TASKS**

- Monitor the day to day running of the volunteer project(s)
- Recruit, induct and retain a pool of volunteers ensuring all required checks are carried out
- Supervise a small staff team
- Enable and support people we work with to become actively involved in their community.
- Develop and deliver a variety of training programmes which will develop the skills and abilities of the volunteers or source further external training as necessary.
- Develop and deliver community initiatives including social cafes and groups for older people
- Ensure that volunteers receive both formal support and supervision as well as ad hoc support and coaching as agreed to enable progress against individual objectives.
- Provide one to one support to the service users, dealing with any issues they may have by providing advice or signposting
- Develop partnerships with other agencies and training providers to identify, develop and progress volunteer opportunities

- Ensure that the people we support through the service have their support regularly reviewed in line with the volunteer services guidelines.
- Collect and analyze data to monitor and evaluate the quality of service delivered against agreed criteria Liaise with other agencies to promote and develop the service
- Monitor volunteer/service user records to ensure they are maintained and updated for each project as required.
- Review and monitor volunteer progression from recruitment onwards by regular audit of training sessions and report any anomalies to the Team Leader.
- Ensure volunteer's working environments and practice are safe in line with Health and Safety requirements
- Work as a team service user, offering support to other workers in their role, providing advice and guidance where necessary.
- Provide as required reports to the Team Leader
- Participate in funding applications where necessary.
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values
- Active involvement in own learning and development keeping up to date with current thinking in volunteer involvement and applying this in the development of innovative practice, including participating in any identified required training and regular support and supervision
- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.

## **RELATIONSHIPS**

- Head of Practice and Participation
- Team Leader
- Service users
- Volunteers
- Colleagues
- Local Authorities
- Funders
- Partner Agencies
- Volunteer Networks

## **ACCOUNTABILITY**

This post is accountable to the Team Leader and Head of Practice and Participation

**PERSON SPECIFICATION**

| VALUES                                                                                                                                                | ESSENTIAL | DESIRABLE |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Empathy (listen to and understand an individual's needs and circumstances)                                                                            | √         |           |
| Respect (treat others the way they wish to be treated)                                                                                                | √         |           |
| Integrity (be honest and have strong moral principles)                                                                                                | √         |           |
| Caring (show kindness and concern for others)                                                                                                         | √         |           |
| EDUCATION & QUALIFICATIONS                                                                                                                            | ESSENTIAL | DESIRABLE |
| Relevant qualification in Volunteer management, e.g. City and Guilds Level 3 Management of Volunteers or extensive experience working with volunteers | √         |           |
| Qualification in Working with Communities                                                                                                             |           | √         |
| KNOWLEDGE / EXPERIENCE & SKILLS                                                                                                                       | ESSENTIAL | DESIRABLE |
| Experience of coordinating and supervising a team                                                                                                     | √         |           |
| Ability and understanding of how to work with people as volunteers                                                                                    | √         |           |
| Knowledge and understanding the voluntary sector and volunteering initiatives                                                                         | √         |           |
| Experience of coaching and supervising individuals                                                                                                    |           | √         |
| Experience developing and delivering community projects                                                                                               | √         |           |
| Effective communication skills including excellent written, oral and IT skills                                                                        | √         |           |
| Experience of developing and delivering training programmes                                                                                           | √         |           |
| Knowledge of the use of evaluation methods to ensure project is effective                                                                             | √         |           |
| Able to produce reports and analyse data.                                                                                                             | √         |           |
| Non judgmental attitude and willingness to embrace diversity                                                                                          | √         |           |
| Ability to adapt to new environments                                                                                                                  | √         |           |
| Ability to work openly and honestly within a team setting                                                                                             | √         |           |
| Ability to prioritise and plan own and other service users of the teamwork load                                                                       | √         |           |
| Ability to create relationships/partnerships with other voluntary and statutory agencies                                                              | √         |           |
| GENERAL / OTHER                                                                                                                                       | ESSENTIAL | DESIRABLE |
| Ability to drive and able to travel between services as required                                                                                      | √         |           |

| COMPETENCY MANAGEMENT FRAMEWORK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <b>COMMUNICATION</b><br>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.                                                                                                                                                                                                                |                                                 |
| <b>CUSTOMER CENTRED APPROACH</b><br>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.                                                                                                    |                                                 |
| <b>INNOVATION</b><br>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.                                                                                                                                                                                                                                                                                               |                                                 |
| <b>LEADERSHIP</b><br>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.                                                                                                                                                                                    |                                                 |
| <b>PERSONAL EFFECTIVENESS</b><br>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach. |                                                 |
| <b>PROBLEM SOLVING AND REASONING</b><br>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.                                                                                                        |                                                 |
| <b>INFORMATION SYSTEMS</b><br>A functional understanding of Link's core information communication technology – including Microsoft Office systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.                                                                                                  |                                                 |
| <b>WORKING TOGETHER</b><br>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team service users feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.                                                                    |                                                 |

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Part-time, 22.5 hours, worked over 3 days, Monday to Friday, but requires flexibility around the needs of the service.

### Contract

The post is permanent.

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Project Worker Salary Range £26,211 - £28,759 per annum, pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

|           |    |    |
|-----------|----|----|
| Employee: | 4% | 5% |
| Link:     | 6% | 6% |

### Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

#### On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

#### Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

#### Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

#### Support and Supervision

You will have regular support and supervision meetings with your line manager

#### Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

#### Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old.  
[Option to include partners]

#### Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.

For further information please refer to the disclosure Scotland website -  
<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>