

Job description

Senior Service Coordinator

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

This is a fixed term post until 31st March 2025 to cover while the existing postholder is seconded to Interim Service Manager.

Hours: full time, 37 hours

Salary: £27,653 - £30,380

Location: 27 George Street, Bathgate, EH48 1PG

About Cyrenians

For over 50 years, Cyrenians has tackled 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'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.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

About the service

The OPAL service works with people of age 60+ across communities in West Lothian. The service aims to optimise older people's independence and well-being, while at the same time reducing isolation and ensuring they're connected to their community.

The service is delivered by a team of dedicated, trained volunteers who offer encouragement, companionship and support to help people engage in social, leisure and community activities.

We are funded through a collaboration with West Lothian Council, West Lothian Health and Social Care Partnership, and NHS Lothian.

About the role

The Senior Service Coordinator oversees the delivery of the befriending element of the service and the management of our 60+ volunteers. They will lead the Service Coordinator and Service Support Assistant to ensure a high quality, personalised service is provided for all referred clients and an attractive package is provided for volunteers.

The postholder will be confident working autonomously, have strong interpersonal skills and experience of volunteering within an environment supporting vulnerable adults. A flexible, personalised, values-led approach is vital.

Objectives

- Manage all aspects of the volunteer journey including recruitment, training, support and supervision and become a volunteer PVG signatory
- Carry out client initial assessments and ensure that clients are matched with volunteers and monitored according to their individual needs
- Facilitate excellent relationships between volunteers, staff and clients and consistently promote best practice in line with our organisation and service outcomes.
- Oversee the Monitoring and Evaluation process for the one-to-one and volunteer elements of the service
- Manage and maintain files, case records and contact databases
- Confidently use digital communications, social media and design tools
- Build effective relationships with local service providers, attend relevant meetings, seek collaborative working opportunities and signpost as appropriate
- Contribute to annual planning and the ongoing development of the service and record gaps in service provisions for older people
- Line manage Service Coordinator, Support Assistant and assigned student placements
- Assist the Service Manager with any other duties that may reasonably be expected to fulfil the role

Other Duties

- Build trusted relationships through a values-led approach with staff, volunteers, service users, visitors and stakeholders
- Adhere to all Cyrenians policies and procedures and promote good practice particularly around confidentiality, health & safety, sustainability, inclusion and diversity.
- Participate in 6 weekly support and supervision (permanent staff).
- Attend external working groups, operational meetings and events as deemed relevant by line manager.
- Attend Cyrenians staff conferences and relevant training as directed by line manager.

Person Specification

Knowledge and Experience	
Relevant experience of supporting older people and/or people who may be isolated, have long term health conditions including dementia, experiencing poor mental health or living in deprivation	Essential
Previous experience of working within the voluntary sector and can demonstrate a range of techniques to recruit, train, motivate and retain volunteers	Essential
Effective interpersonal skills in working with vulnerable people and building trusted relationships	Essential
Able to confidently use IT systems for recording interactions, gathering and analysing data as well as reporting purposes	Essential
Good knowledge of the local area and networking skills to support partnership and collaborative working	Essential
Able to work autonomously to plan workloads, meet deadlines and also actively contribute to the wider goals of the team	Essential
Qualifications and Training	
Relevant qualification and/or training in health, social care, health and safety, trauma informed practice	Desirable
UK driving licence	Essential
Values and attributes	
Able to demonstrate and model Cyrenians values of respect, integrity compassion and innovation	Essential
Organised, flexible and "can do" attitude	Essential

Terms and Conditions

Employer	Cyrenians
Line Manager	OPAL Service Manager
Working hours	37 hours per week
Annual leave	25 days plus 10 public holidays pro rata
Salary	£27,653 - £30,380 (scale points 25 to 28)
Contract type	Fixed term to 31 March 2025 to cover an internal secondment
Workplace	27 George Street, Bathgate, EH48 1PG
PVG Membership	PVG membership is required
Eligibility to work	Eligibility to work in the UK
Pension	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%)

Closing date	Monday 22 nd January 2024 at 12 noon
Interview date	Monday 29 th January 2024

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

Further information can be found at www.cyrenians.scot