

CROSSROADS CARE SOUTH EAST LONDON

Part Time Volunteer Coordinator Assistant - Job Description

(2 year funded post)

Job Title:	Volunteer Coordinator Assistant
Hours:	14 hrs per week (working days/times to be negotiated)
Salary	£ 9,257 per annum (inclusive of OLW)
Responsible to:	Volunteer Coordinator

Overall Purpose:

To work closely with the Volunteer Coordinator undertaking delegated tasks to support older people who may be isolated or lonely within our communities that will contribute significantly to their well-being and meaningful social connections.

Principal Responsibilities

1. To support the Volunteer Coordinator in attracting, recruiting and increasing our volunteering base.
2. In conjunction with the Volunteer Coordinator deliver the induction programme for newly recruited volunteers
3. Ensure all pre-engagement checks e.g. DBS, references etc. are carried out for new volunteers.
4. Ensure volunteers are issued with an ID badge.
5. In conjunction with the Volunteer Coordinator, undertake initial first visits to referred clients
6. Undertake the assessment and reassessment process for clients within Crossroads Care South East London (CCSEL) guidelines
7. Undertake the matching of individuals with the right volunteers
8. Support volunteers to undertake training to develop their skills
9. Maintain and develop the volunteer database.
10. Maintain accurate records for data collection & monitoring purposes
11. Promote the volunteer service to a range of stakeholders

General:

12. Participate in CCSELS supervision and appraisal system.
13. Participate on training sessions as required.
14. Ensure that all relevant policies, procedures & guidance are disseminated to volunteers.
15. To make sure all volunteers are familiar with annual update requirements throughout the year.
16. To encourage volunteer involvement in any CCSEL fundraising events/talks etc.
17. To represent and promote the aims and objectives of CCSEL
18. To attend and contribute to team, supervision and other relevant meetings
19. To act at all times in accordance with the organisation's policies and procedures
20. To carry out other duties consistent with this part time post as required by the Volunteer Coordinator

Person Specification

Essential

- ❖ Formal qualification in health/social care or volunteering
- ❖ Possess evidence to demonstrate a good level of general education (including English and Maths A-C or equivalent).
- ❖ Current Driving license and use of a car

Knowledge and Experience

- ❖ Previous experience of administrating activities within a busy health or social care environment or busy not-for –profit organisation.
- ❖ Previous experience working with volunteers.
- ❖ Experience of direct contact/working with older people.

Sills & Competencies

- ❖ Excellent communication and interpersonal skills (both face to face and on the telephone).
- ❖ Strong organisational and time management skills.
- ❖ Ability to lead and work independently.
- ❖ Ability to undertake basic assessments
- ❖ Ability to work flexibly as part of a team to meet the needs of the service
- ❖ Ability to work under pressure.
- ❖ Computer literate – e.g. knowledge of Word, Excel, Access, PowerPoint and Outlook etc.

Personal attributes

- ❖ Personable and approachable with strong relationship building skills.
- ❖ To be self-motivated and possess the ability to use own initiative.
- ❖ Excellent attention to detail and a high degree of problem solving skills as well as adaptable to changing needs/priorities.
- ❖ Ability to work under pressure in sometimes difficult and pressing circumstances
- ❖ Methodical, pragmatic and tenacious with a strong desire to meet and maintain high standards.
- ❖ Ability to work flexible hours
- ❖ A logical approach to tasks and problem solving.
- ❖ Ability to work with a wide range of people

Professional Behaviour: Code of Conduct

The post holder must comply with their relevant professional code of conduct at all times, where this exists. All roles have identified competencies to which post-holders will be regularly assessed against.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist employees in the performance of their role. Crossroads Care South East London is a fast moving organisation and therefore changes to employees' duties may be necessary on occasion.

The job description is not intended to be an inflexible or finite list of tasks and may therefore be varied from time to time, after discussion with the post-holder.

Safeguarding/MCA and DoLS

Staff are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, staff are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), and Mental Health Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

In order to achieve this, all staff are required to read Crossroads Care South East London's Safeguarding Policy and Procedure and to participate in both regular training and training updates and to incorporate preventative strategies into their work, as applicable.