

Project Coordinator Job Description

ROLE: Project Coordinator (Part Time 21 hours)

SALARY: £26,936,000 pro rata (Full time equivalent)

RESPONSIBLE TO: Senior Project Coordinator

JOB PURPOSE:

To work with the Senior Project Coordinator to co-ordinate and deliver a volunteer programme that supports isolated older people through motivational companionship and maintaining an exercise programme following a fall, stroke or other illness once they have completed health professional interventions. This will involve working closely with the Community Independence Services (CIS), the Falls Service and Neuro Rehab Service to receive referrals as well as to recruit, train and support volunteers in working with the older people.

In addition to supporting the Senior Project Coordinator to deliver project outcomes, this role will focus on many of the administrative and support aspects which are part of the service.

PARTNERSHIP WORK, REFERRALS & CLIENT MATCHES:

- With the Senior Project Coordinator, ensure effective communication takes place between referral staff (From CIS, Neuro and Falls) and selected volunteers at the start and end of the 9-week programme
- Support the Senior Project Coordinator with the scheduling and delivery of training days
- Liaise with referrers to schedule handover meetings
- Schedule client & volunteer matches
- Liaise with clients to ensure they are comfortable with their volunteer match during the programme and highlight any safeguarding concerns (e.g unmet social care needs) where appropriate
- Ensure (particularly at the completion stage) that clients are made aware about the activities/services available to them through Open Age and other providers and make sure they are referred through in the correct manner

VOLUNTEER RECRUITMENT & SUPPORT:

- Conduct volunteer interviews and selection, including following up references and arranging for Disclosure & Barring Service checks to be carried out
- Support in the delivery of volunteer induction sessions in partnership with the Community Independence Service and Open Age induction sessions

- Support in the development of an ongoing training programme for existing volunteers delivered through e-learning or face-to-face training or a blend of the two.
- Administration of Peer Support sessions for volunteers
- Suitably match and check that volunteers are comfortable and confident
- Provide support and supervision to all volunteers, individually and in groups, both face-to-face and through regular phone / email contact
- Work with wider Open Age staff to recognise volunteer contributions.
- Arrange exit interviews with outgoing volunteers
- Ensure that action is taken to reduce risks that volunteers may encounter
- Manage volunteer expenses

MONITORING AND EVALUATION:

- Work with Senior Project Coordinator and referral staff to gather ongoing monitoring & evaluation of the service.

GENERAL:

- Ensure that regular communications are in an accessible and appropriate format within Open Age branding guidelines
- Undertake ongoing evaluation of the service with other staff, to review and improve accessibility of the service
- Provide occasional cover during annual leave or staff sickness for other Open Age staff
- Work collaboratively with colleagues across Open Age: taking part in team meetings, organisational development, and being involved in Open Age wide events
- Work within Open Age policies and procedures
- Attend regular supervision and be willing to undertake training and professional development as needed
- Work within agreed budgets
- Maintain an awareness of legal and policy changes and good practice, as they affect older people and volunteers
- Any other duties that may from time to time be reasonably required

PERSONAL ATTRIBUTES AND EXPERIENCE:

- Experience of working with volunteers (recruiting, training and supporting)
- Experience of working with and relating to people from a wide variety of backgrounds
- Excellent verbal, written and IT skills (Proficiency in Microsoft Office 365), including good record-keeping and the ability to be self-supporting
- Experience of monitoring
- Knowledge and understanding of the specific issues affecting older people
- Understanding of diversity and equality

- The physical capacity to carry out home visits to clients.
- Knowledge of involving people in the design and development of a service
- The ability to work as a team, whilst also being able to work alone and on your own initiative.
- The ability to organise and prioritise own workload; to work flexibly.
- The ability to think creatively about engaging people.
- The ability to demonstrate a warm, positive and empathetic approach.
- An understanding of risk assessment procedures, health & safety and safeguarding issues as they affect clients, volunteers and staff.

DESIRED SKILLS AND EXPERIENCE:

- Experience of working with agencies from both the statutory and voluntary sector.
- An understanding about the importance of physical activity for the older adult