

Senior Project Coordinator Job Description

ROLE: Senior Project Co-ordinator (Part Time 28 hours)

SALARY: £29,000 annum for full-time (pro rata)

RESPONSIBLE TO: Head of Outreach & Support

JOB PURPOSE:

To lead on the development and delivery of the 'Be Active Project' across Westminster and Kensington & Chelsea.

To coordinate 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. The role is supported by a 21hrs a week Project Coordinator.

PARTNERSHIP WORK, REFERRALS & CLIENT MATCHES:

- Work closely with the Community Independence Service (CIS) and other referral partners to: Monitor referrals to the project to ensure they are appropriate, within target and manageable in accordance with project plans; and that new referrals have been risk assessed
- Co-ordinate communications between referral staff and volunteers at the start and end of the 9-week programme for each client
- 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:

- Lead on the marketing and promoting the service
- Conduct volunteer interviews and selection, including following up references and arranging for Disclosure & Barring Service checks to be carried out
- Deliver volunteer induction sessions in partnership with the Community Independence Service and Open Age induction sessions
- Develop an ongoing training programme for existing volunteers delivered through e-learning or face-to-face training or a blend of the two.

- Risk-assess volunteer tasks, and ensure that action is taken to reduce risks where necessary
- Ensure that volunteers are suitably matched and check that they are comfortable and confident
- Ensure good support and supervision is available to all volunteers, individually and in groups, both face-to-face and through regular phone / email contact
- Deliver Peer Support sessions for volunteers
- Work with wider Open Age staff to recognise volunteer contributions
- Arrange exit interviews with volunteers who have completed their placement

MONITORING AND EVALUATION:

- Manage an effective monitoring and evaluation system that will ensure tracking of project targets and outcomes.
- Provide funder and management reports, and including case studies and quarterly progress reports as required.

MANAGEMENT RESPONSIBILITIES:

- Provide support and line management to the Project Coordinator who will have their own caseload and who will oversee some of the administrative aspects of the service as well as working to deliver project outcomes.

GENERAL:

- Ensure that regular communications are in an accessible and appropriate format following 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 delivering a successful project or service
- Experience of monitoring and evaluation
- 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
- Line management experience; supporting a team to deliver a service
- An understanding about the importance of physical activity for the older adult