**Volunteer Coordinators, Carers Time Off**

**About Carers’ Resource:**

Carers' Resource is a well-established Yorkshire charity founded in 1995. Our mission is to provide tailored information and support to carers, individuals in need of care, and professionals working with them. We enable independence, choice, and control for individuals to enhance their lives and circumstances. Aligned with the Care Act 2014 and Children and Families Act 2014, our service is geared towards holistic support for carers and individuals in need of care and their diverse needs.

**Role** **Overview:**

You will be responsible for the day-to-day coordination of the Carers Time Off sitting service, which is delivered wholly by volunteers. You will liaise with carers, carry out assessments for clients and match with volunteers, and will be responsible for the recruitment of and support for volunteers.

You must drive and have access to own vehicle.

Your work aligns with local safeguarding procedures, promoting wellbeing and positive change for individuals.

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| **Location:** | Selby District & Harrogate  |
| **Hours:** | 30 hours – Selby & Harrogate District, based in Harrogate office |
| **Responsible to:** | Service Manager - Craven Harrogate & Selby |
| **Salary:** | £23,725 - £26,021 (for 37 hours) |

**Key Responsibilities:**

1. **Personalised support for carers and clients:**
	* Accept referrals and make assessment visits to all potential service users in their own homes to assess the needs of both the carer and the person they look after, ensuring that they have a full understanding of the service.
	* Organises appropriate one-to-one and group support programmes for clients, delivered directly and by volunteers.
	* Manage the support provided by the volunteers to ensure the implementation of good practice in accordance with the policies and procedures including health and safety and data protection.
	* Refer and sign-post to various resources, opportunities and activities in the community to promote choice and informed decision-making.
	* Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.
	* Excellent communication skills, with a reassuring and patient manner.
2. **Recruitment, training and support for volunteers**
	* Supports the identification, recruitment and training of volunteers.
	* Coordinate all volunteers and provide appropriate training together with regular support through team meetings, social events and one to one supervision.
	* Ensure appropriate screening for all volunteers including obtaining enhanced disclosures from the DBS.
3. **Outreach and Promotion:**
	* Participates, as a representative of Carers’ Resource, in multi-agency meetings, voluntary forums and other events, feeding back appropriately to your line manager and the team.
	* Promote the service, and wider Carers’ Resource services externally.
	* Undertakes marketing and promotion for the service.
	* Identifies and recruits clients.
4. **Partnership and Advocacy:**
	* Liaise with professionals and agencies to effect positive changes for clients and carers.
	* Act as an advocate when extra support is required to empower them towards effective solutions.
	* Ability to work in partnership with other external services and agencies
	* Liaise with family and friends as appropriate.
	* Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality.
5. **Documentation and Collaboration:**
	* Maintain up to date and accurate records while respecting confidentiality guidelines.
	* Report, document and act on untoward incidents appropriately, escalating as indicated.
	* Collects project monitoring information and data to feed back to the Manager
	* Collaborate effectively with the team, volunteers, and external agencies for holistic support delivery.
	* Participate in training and team meetings, demonstrating effective teamwork and proactive engagement.
	* Work to Key Performance Indicators and support with monitoring reports as required e.g. case studies for funders/trustees, contract monitoring etc.
	* Works within all the policies and practices of Carers’ Resource, follows health and safety procedures.
	* Follows all financial controls and ensures all expenditure is fully accounted for
6. **Continuous Improvement:**
	* Utilise insights gained to contribute to service enhancement discussions.
	* Stay updated on relevant services and organisations.
	* Takes responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews and regular supervision.
	* To attend all role relevant mandatory training and role specific training and other staff development opportunities as and when required.
	* To make full use of supervision, peer support with other workers and other support as necessary in order to remain well and safe.
	* Good timekeeper and good attendance.
	* Accepts and learns from feedback.

**Person Specification**

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| **Experience** |
| Experience of working in the voluntary and community sector |
| Experience of contributing to a small multi-disciplinary team |
| Experience of making successful grant applications and negotiating contracts with funders |
| Experience of delivering training |
| Experience of carrying out assessments and/or home visits to service users |
| Experience of the roles played by the statutory, private and voluntary sectors and the ways in which they operate |
| Previous experience of working to meet agreed deadlines and targets |
| Previous experience of working with and coordinating volunteers |
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| **Skills and abilities** |
| Excellent written and verbal communication skills |
| Excellent interpersonal skills, with the ability to communicate with staff at all levels and empathise with people from all walks of life |
| Good literacy and numeracy skills to enable the maintenance of appropriate records, analysis of statistics and preparation of monitoring reports |
| Good experience and working knowledge of using various IT software packages, databases, Microsoft office packages, and ability to research information |
| Ability to use own initiative to develop programmes of activity/services to promote the project and recruit volunteers |
| Ability to prioritise and manage own work and that of others |
| A willingness to be flexible, with the ability to manage competing priorities and to adapt promptly to changing circumstances and opportunities as they arise |
| A willingness to undertake training as necessary |
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| **Knowledge** |
| A thorough understanding of equal opportunities issues and a commitment to implementing the Carers’ Resource Equal Opportunities Policy in all aspects of the work |
| A thorough understanding of health and safety issues and a commitment to implementing the Carers’ Resource Health and Safety Policy in all aspects of the work |
| An understanding of the need for confidentiality, sensitivity and a non-judgmental attitude |
| An understanding of the issues that carers and their dependants may face each day |
| An understanding of the issues surrounding the safeguarding of vulnerable adults |
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| **Other requirements** |
| Car user, with daily use of a vehicle |
| Regular early evening and occasional weekend working – a flexible approach |