



*bringing people together ...*

<b>JOB TITLE</b>	Area Coordinator (Haverhill)
<b>HOURS</b>	24 hours per week. This includes working unsociable hours including evenings and weekends
<b>LOCATION</b>	Haverhill and surrounding area (possible homeworking depending on location)
<b>RESPONSIBLE TO</b>	Community Services Manager
<b>SALARY SCALE</b>	£10.3055 per hour
<b>TERM OF CONTRACT</b>	Ongoing

### Summary of position and purpose of post

An exciting opportunity has arisen, to join The Befriending Scheme's staff Team as an Area Coordinator for the Haverhill area. The successful candidate will be joining a small, but highly effective and energetic team that works with and supports vulnerable people to enable them to enjoy a better quality of life.

The post holder will be responsible for a geographical area supporting people with learning disabilities and other vulnerable adults through the organisation and management of twice weekly welcoming and supportive Hub groups in the Ipswich areas and 2 monthly community activity sessions in the evening or at the weekend.

As well as organising and running the sessions the post holder, along with other members of the team, will be responsible for recruiting and increasing the numbers of members and volunteers attending the sessions.

## Key requirements

You will have experience in working with vulnerable adults including learning disabilities in a community setting. You must have a track record of successfully working in a team but also be highly self-motivated and be able to work effectively with a range of people from diverse backgrounds. Good interpersonal skills are essential and the post holder will be expected to deal with people at all levels. A 'can do' attitude is an absolute must, as well as flexibility to meet the demands of the job. Excellent partnership working with all relevant statutory and voluntary agencies is a key part of this role.

Essential qualities are patience, empathy, and treating people with respect and kindness, ensuring everyone is treated equally. The post holder should be able to advocate on behalf of a vulnerable individual where appropriate. You will also need a good knowledge of Suffolk including services and help available for the client group. Experience of organising and planning a variety of groups and support sessions, and a track record of liaising with statutory and voluntary organisations is desirable.

## Duties and responsibilities

1. To manage the recruitment, selection, support and management of a team of volunteers to assist with the range of services in operation ensuring that TBS policies and vetting procedures are adhered to.
2. To manage an established weekly befriending Hub and develop a new befriending Hub , and 2 x monthly evening/ weekend befriending groups.
3. To network and liaise effectively with statutory and other voluntary organisations in Suffolk. Providing information, advice and support to TBS members, signposting and liaising with outside agencies/ organisations as appropriate.
4. To actively recruit members by marketing and promoting TBS services.
5. To actively promote TBS and its range of services with an emphasis of recruiting new members.
6. To undertake all statutory & mandatory training required for the role.
7. To assist in the delivery of training where appropriate.
8. To participate in all recruitment and publicity and fundraising campaigns which may also include occasional weekend work
9. To maintain clear and accurate records and produce all documentation to a high standard.
10. To manage a simple petty cash system.
11. To attend relevant meetings and report to the Community Service Manager.
12. To cover other Area Coordinators in times of annual leave, sickness or other operational requirements.
13. To undertake any other duties as required, commensurate with the level of the post.

Personal specification	
Essential	Desirable
<b>Qualifications and training</b>	
<ul style="list-style-type: none"> <li>• Educated to A Level or equivalent</li> <li>• GCSE grade C or above in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• Diploma Level Three in Health and Social Care or equivalent</li> <li>• PTLLS or equivalent</li> </ul>
<b>Knowledge &amp; skills</b>	
<ul style="list-style-type: none"> <li>• An understanding and experience of people with learning disabilities and other vulnerable adults</li> <li>• Excellent written and oral communication skills</li> <li>• Knowledge and experience in the voluntary sector and, or health and social care sector</li> <li>• Knowledge of services local to Suffolk</li> <li>• Commitment to and interest in community development</li> <li>• Ability to work with groups and individuals</li> <li>• ICT literate; ability to use spreadsheets</li> <li>• Excellent organisational and interpersonal skills</li> <li>• Creative thinker with the ability to design exciting and interesting group sessions</li> <li>• Robust understanding of equality and diversity, and adult and child safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the broad function of other voluntary and statutory organisations</li> <li>• Experience of volunteer recruitment and support</li> <li>• Knowledge of local community</li> <li>• Ability to provide the necessary promotional work for the projects including social media, design of promotional material and writing press releases.</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of working with vulnerable adults</li> <li>• Experience at running groups and sessions</li> <li>• Experience of working with statutory and third sector organisations</li> <li>• Experience in monitoring and evaluation</li> <li>• Experience of managing petty cash</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of recruiting and Managing volunteers</li> </ul>
<b>Personal attributes</b>	
<ul style="list-style-type: none"> <li>• Self-motivated</li> <li>• Excellent time management skills</li> <li>• Flexible - ability to multi-task</li> <li>• Ability to work independently &amp; think creatively</li> <li>• Empathetic</li> <li>• Open and honest</li> <li>• Excellent oral &amp; written communication skills</li> <li>• Commitment to training and self-development</li> <li>• Team player</li> <li>• Approachable</li> <li>• Friendly</li> <li>• Willingness to participate in a variety of groups, and work in diverse environments</li> </ul>	
<b>Other requirements</b>	
<ul style="list-style-type: none"> <li>• The ability to work evening and weekends.</li> <li>• Car owner and able to travel as required.</li> </ul>	

## **Additional Information**

This job description reflects the present requirements of the post and the content may be subject to review and amendment in the light of changes and developments.

### **Health and Safety**

This post holder is required to:

- Take responsibility for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work
- Cooperate with TBS in ensuring that all statutory and other requirements are complied with.

All employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

### **Data Protection and Confidentiality**

This post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, clients, volunteers and Charity business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for specific registered purposes and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all TBS policies and procedures working in accordance with the Data Protection Act 1998.

For these posts where there is management or supervision of staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Your attention is drawn to the confidential nature of information collected and used. The unauthorised use or disclosure of client, volunteer, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the Data Protection Act.

At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.

### **Equality and Diversity**

TBS values equality and diversity in employment and in the services we provide. We are committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job-related needs of all staff working in the Charity are recognised.

TBS will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background, gender re-assignment, political affiliation or trades union membership. Selection for training and development and promotion will be based on the individual's ability to meet the requirements of the job.

## **Code of Conduct**

As a TBS staff member, you are expected to follow a Code of Conduct observing the following principles:

- Making the care and safety of members and volunteers your first concern and to act to protect them from risk
- Being honest and acting with integrity
- Accepting responsibility for your own work and the proper performance of the people you manage
- Showing your commitment to working as a team member by working with your colleagues and the wider community
- Taking responsibility for your own learning and development

## **Competency based appraisal**

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

## **Training**

All staff will undertake such training as is necessary to perform the duties allocated.

## **Equal opportunities**

TBS has an Equal Opportunities Policy. The aim is to ensure that no individual receives less favourable treatment on the grounds of age, gender, sexual orientation, marital status, disability, religion, creed, colour, race, or is disadvantaged by conditions or requirements, which cannot be shown to be justifiable. Whilst TBS recognises specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of the Policy.

## **No smoking policy**

This is a smoke free organisation. Smoking is not allowed in the offices.

## **Quality**

TBS aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving this objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner. Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose.

This job description is an outline only and may be subject to change according to the needs of the service and in consultation with the post holder.

## **Safeguarding Children**

Everyone employed by TBS regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services, it is essential that all child protection concerns are both recognised and acted on appropriately.

## **Safeguarding Adults**

Everyone employed by the TBS regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When clients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow TBS policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the TBS's vulnerable adult protection training guidance.

## **Terms and conditions of service**

### **Salary**

Your salary will be paid to you by Bank or Building Society credit by the last day of each month.

### **Starting salary**

Generally, a new employee with TBS will commence on the minimum of the salary scale.

### **Pension scheme**

An employee stakeholder pension scheme commenced in April 2017.

### **Contracted hours**

Job share posts and/or alternative working patterns are negotiable subject to service needs and mutual agreement between the manager and post holder.

### **Holidays**

25 working days per annum on appointment, rising to 30 days after 10 years plus Bank and Public Holidays (pro rata for Part Time)

### **Sick pay**

You will be entitled to an amount of sick pay depending on your length of service as long as you comply with TBS's rules on sickness absence.

### **General health**

As an integral part of our selection process you may be required to complete a confidential Health Questionnaire,

### **Infection prevention and control**

The post holder is required to:

- Make themselves aware of their responsibilities for Infection Prevention and Control.
- Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with.

### **Disclosure and Barring Service (DBS)**

All appointments are subject to a satisfactory check by the Criminal Records Bureau. Failure to disclose any previous convictions or cautions may result in the withdrawal of the post or termination of contract.

### **Working time directive**

Under the Working Time Directive 1998 staff will be required to comply with the TBS Policy by declaring hours worked and breaks taken by completing written records if required and reporting any instances where your pattern of working hours may constitute a health and safety risk.

You are required to disclose any additional work you undertake or are planning to undertake for another employer. This is unlikely to cause problems, providing that the TBS is satisfied that this does not conflict with the interests of TBS performance of your normal duties or the requirements of the Working Time regulations.