



**Job Title:** Reach Out Support Coordinator

**Accountable to:** Reach Out Project Manager

**Salary:** £22,000 per annum

**Hours:** 35 hours per week

**Office base:** Home based around Broxbourne area with travel across Hertfordshire

### **Purpose of the Post**

To co-ordinate the matching of referred clients who have recently been discharged from hospital with local trained volunteers who can offer short term companionship and practical support to help them feel less lonely and isolated.

### **Main Duties and Responsibilities**

- To support the Project Manager with the development of the Reach Out Project.
- To recruit, interview and process all potential volunteer applications
- To organise and assist with the delivery of regular training sessions for new volunteer recruits including updating and preparing induction materials.
- To organise and deliver training for volunteers.
- To manage all volunteers, ensuring they are retained and recognised
- To visits clients in their own homes and complete risk assessments and assess support needs
- Match /allocate volunteers to individual clients, having regard to their location, availability, experience and compatibility etc
- To record sensitive information securely and update as required
- To carry up follow up monitoring calls and visit with users of the service
- Keep in regular contact with volunteers to ensure they are motivated, safe and effective and have a positive volunteering experience
- Receive, assess and respond to service requests promptly, courteously and effectively.
- To work in partnership with the Hospital Discharge and Herts Help Community Navigators to identify clients
- Be responsible and accountable for the delivery of a high-quality service
- To increase the accessibility of the information about the project and its development
- Ensure that the Ami volunteer recruitment software is kept up to date
- Understand and comply with the requirements of the Data Protection Act ensuring confidentiality of information in respect of records maintained and tasks undertaken.
- To undertake administration associated with the project
- Promote good practice in all areas of the project
- Maintain effective working partnerships with public sector agencies, other voluntary organisations and local businesses. Also, where appropriate, establishing new links.
- Support the project manager to create monthly statistical data and produce quarterly monitoring reports
- To put up displays promoting the initiative throughout the local area e.g. supermarkets, libraries etc
- To organise outreach recruitment events and actively seek publicity through the local media
- To give talks and presentations to promote the benefits of Reach Out to local professionals, groups and businesses in the local community
- To help raise the public awareness of the Reach Out project together with the #TeamHerts Volunteering Marketing Manager

- Represent NHCVS at events and meetings as required.
- To undertake other work that may arise on a day to day basis to support the objectives of NHCVS, as required by the line manager.
- To undertake training as required.
- The post holder must hold a full, clean driving licence provide and insure their own vehicle for work.

## **PERSON SPECIFICATION**

| Criteria         | Essential   | Desirable   |
|------------------|---|---|
| Qualifications   | GCSE or equivalent in Maths/English   | Care Certificate<br>NVQ or equivalent in Health and Social Care                             |
| Skills/Abilities | Excellent verbal and written communication skills<br><br>Ability to form strong positive relationships with people across a diverse range of backgrounds<br><br>Ability to empower others and encourage participation<br><br>Ability to plan and prioritise workload and meet deadlines<br><br>Excellent IT Skills including Microsoft Office, email internet and social media<br><br>Ability to work both in a team and individually | Experience of giving presentations and public speaking                                      |
| Knowledge        | Understanding the issues and health needs affecting vulnerable and/or older people.<br><br>An understanding of safeguarding procedures<br><br>Understanding of the value of volunteers and a commitment to maximise their potential   | Good local knowledge of Hertfordshire Services<br><br>Understanding of the Voluntary Sector |
| Experience       | Experience of organising and delivering community-based services/activities to the public   | Experience of working with convalescing, elderly or isolated people                         |

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|------------------------------|---|--|
|                              | <p>Experience of working with volunteers</p> <p>Ability to establish and maintain effective relationships with a wide variety of people</p>   | <p>Experience of recruiting volunteers</p> <p>Acceptance and sensitivity to the need of professional confidentiality</p> |
| Aptitude and characteristics | <p>Enthusiasm to support community activities, volunteering and independence for older people and vulnerable adults.</p> <p>Committed to quality and social inclusion</p> <p>Ability to prioritise competing activities</p> <p>Motivates others, ready to listen, friendly and approachable.</p> <p>Calm under pressure</p> |  |
| Other requirements           | <p>Car driver with full licence</p> <p>Use of car for the job</p> <p>Flexibility on working hours with evening and weekend work required throughout Hertfordshire</p> <p>Enhanced level DBC check</p>   |  |