



you care for them, we care for you

Carers' Time Off Volunteer Coordinator

Job Description & Person Specification



Carers' Time Off Volunteer Coordinator

Hours	Part Time (30 hours per week)
Contract	Permanent
Salary	£27,000 - £28,250 (Full Time Equivalent)
Location	Unit 3, Grove Park Court, Grove Park Terrace, Harrogate, HG1 4DP
Probationary Period	6 months
Reporting to	Rachel Waddington, Service Manager: Craven, Harrogate & Selby
DBS Check Level	Enhanced

Carers' Resource is a Yorkshire charity established in 1995 to support unpaid carers of all ages across Bradford, Harrogate, Selby and Craven. Our carer support promotes independence, choice, and wellbeing taking a holistic approach shaped by the Care Act 2014 and Children and Families Act 2014. Through both our Carer teams and Hospital teams our quality services are now delivered to carers and vulnerable people, to ensure they are well supported through the provision of tailored information, practical advice and emotional support.

We are proud to be an inclusive employer and are committed to building a diverse workforce that reflects the communities we serve. We welcome applications from all backgrounds and particularly encourage applications from individuals who can bring different perspectives, experiences, and ideas to our organisation.

Purpose of the role:

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.



Main tasks and responsibilities:

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.

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.

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.



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.

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.

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:

Experience	
Extensive experience in supporting individuals within their own homes and in community settings	Desirable
Extensive experience of identifying and assessing individuals' needs	Desirable
Experience of motivational interviewing and/or guided conversations	Desirable
Experience of delivering training	Desirable
Previous experience of working with and coordinating volunteers	Desirable
Skills and abilities	
Empathic and able to develop relationships with clients and carers	Essential
Proficiency in managing complex workload	Essential
Ability to communicate and negotiate with diverse audiences	Essential
Effective team-working skills with the ability to work with other agencies in partnership	Essential
Ability to prioritise work when faced with competing demands	Essential
Organisational skills and attention to detail	Essential
Ability and commitment to working as part of an extended team	Essential
Ability to produce clear and appropriate written material	Essential
A competent user of IT including the full range of Microsoft Office programmes, especially Outlook and Word	Essential
Ability to use electronic recording system for client records i.e. Civi CRM	Desirable
Ability to use own initiative to promote the project and recruit volunteers	Essential



Knowledge	
Evidence of a good general education standard, level 2 or above or equivalent	Essential
An understanding of carers' needs and current issues	Essential
Knowledge of current policy, legislation and services for carers	Desirable
Understanding of Person-Centred approaches	Desirable
Extensive experience or knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues	Essential
An understanding of the issues surrounding the safeguarding of vulnerable adults	Desirable
Other requirements	
Commitment to confidentiality, sensitivity and ethical conduct and GDPR	Essential
Empathetic and non-judgmental attitude	Essential
Proactive, flexible and responsive to meet the needs of the charity	Essential
Positive representation of Carers' Resource values and act as an ambassador for the organisation while adhering to policies and confidentiality	Essential
Valid driving license, access to suitable transportation and business class insurance	Essential

