**Information for Applicants**

**Health & Wellbeing Volunteer Coordinator**

**Hours:** 37 hours a week

(South Norfolk)

**Contract:** Fixed-term until 30th September 2019 (with potential for extension)

**Starting salary:** £21,693 p.a.

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**Closing date: Wednesday 12th December 12 NOON**

**Interview date: Tuesday 18th December 2018**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.   
  
For further information about this post please contact **Kevin Vaughan, Health and Social Care Manager on 01603 883812 or** [**kevin.vaughan@voluntarynorfolk.org.uk**](mailto:kevin.vaughan@voluntarynorfolk.org.uk)

Please return completed applications to: Julia Creusson

Resources & Facilities Manager

Voluntary Norfolk

St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Or by email to: [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

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**Introduction to Voluntary Norfolk**

From its earliest beginnings in 1969 Voluntary Norfolk has supported and encouraged active volunteering to help keep our communities vibrant and enable people to thrive. Over time, our charity has grown in size and scope, but fundamentally, this goal has always been at the heart of what we do and what we are about. Alongside our delivery of some key direct services, it is what we are best known for and the area in which we have built the strongest reputation.

Aligned to this is the pride we take in supporting Norfolk’s voluntary and community organisations, they are the heartbeat of local community life, helping keep Norfolk’s communities vibrant and healthy. Our commitment is to continue this support, playing our part in making communities ever more caring and resilient – places where people are better able to adapt and respond well to changes in the world about them.

*Our mission is to lead voluntary action to build stronger communities where people are able to work together to improve their lives and fulfil their ambitions.*

To achieve this we aim to:

* Inspire and enable local people to volunteer and help others in their communities
* Support the development of community groups, charities and social enterprises and enable them to thrive
* Drive a partnership approach with the voluntary and public sector to deliver integrated and sustainable services
* Deliver innovative voluntary services to improve the health, wellbeing and the employability of local people

Delivering services in partnership is central to our approach and we work closely with the

Norfolk Community Health & Care NHS Trust and North and South Norfolk NHS Clinical Commissioning Groups to deliver integrated volunteering projects within community hospitals and health volunteer programmes within the community. We also deliver a volunteer driver programme to support non-emergency patient transport services.

Voluntary Norfolk is lead partner for Carers Matter Norfolk (CMN) a carers-led service providing support to unpaid carers. This is delivered in partnership with Carers Council for Norfolk, FamilyCarersNet Ltd and Norfolk & Suffolk Care Support Ltd. Voluntary Norfolk is also the lead partner for Better Together Norfolk (BTN), a dedicated service to combatting loneliness and social isolation.

We deliver community development and skills support work in Great Yarmouth as part of the Neighbourhoods That Work (NTW) partnership initiative, which aims to connect local communities to the benefits of economic growth by increasing community resilience. NTW is led by Great Yarmouth Borough Council and we work alongside six other partner organisations, Business in the Community, DIAL Great Yarmouth, Future Projects, Great Yarmouth Refugee and Outreach Support Limited, Great Yarmouth and Waveney MIND and Great Yarmouth College.

We also work in partnership with the Norwich City Council to support digital inclusion, through the deployment of volunteers.

In Norwich and Kings Lynn we deliver Talent Match, a Big Lottery funded programme to tackle youth unemployment and we are a partner in the East Coast College led ESF-BLF Community College project, supporting long term unemployed adults to help them move closer to employment.

Voluntary Norfolk is one of three local VCSE infrastructure providers, working in partnership to deliver the county’s sector support service, we do this by:

* Providing a coordinated programme of training, information and policy updates
* Encouraging a whole systems approach to volunteering and community participation
* Facilitating engagement between public services and the voluntary and community sector

Through our online volunteering platform we provide a volunteer matching service for the VCSE sector, advertising over 600 volunteering opportunities each year; we also deliver capacity building support through volunteering training.

We also provide services in Norfolk through:

* CBR Business Solutions - providing outsourced HR, payroll and Disclosure and Barring Service record checks to a membership of over 200 local voluntary and community organisations.
* Momentum (Norfolk) - supporting high quality services to young people and strengthening local youth services.

Voluntary Norfolk employs 70 plus paid, mainly part-time, members of staff, who are based in Norwich, Great Yarmouth, South Norfolk, North Norfolk and West Norfolk, and are supported by over 600 volunteers.

Voluntary Norfolk is a company limited by guarantee (Registration No. 5616120) and a registered charity (Registration No 1112017) with an elected Board of Trustees.

Voluntary Norfolk’s headquarters are located at: St Clements House

2-16 Colegate

Norwich

NR3 1BQ

Telephone: 01603 614474

Further information about Voluntary Norfolk can be found on our website:

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

**Background to North & South Health & Wellbeing Volunteer Service**

The Health & Wellbeing Service offers low level practical support, information and peer support to people with a long term condition to support their health and wellbeing, recruiting, training, supporting and matching volunteers to help support self-management, build resilience and promote independent living. A team of Volunteer Coordinators work with people with long-term conditions to understand what matters to them and develop a support plan to set health improvement goals, utilising the support of volunteers to meet these.



**Job description**

### **Health & Wellbeing Volunteer Coordinator**

**Reporting to:** Deputy Service Manager – Health & Wellbeing Volunteer Service

**Main Relationships:** Volunteers and volunteer applicants, service users and their carers / families, Integrated Care Coordinators, Early Help Hub staff, North Norfolk NHS Clinical Commissioning Group staff, GP Practice MDTs, Social Prescribers, Life Connectors, Health & Social Care Professionals, Voluntary Norfolk Health & Social Care teams and partner-aligned staff and voluntary and community sector organisations and staff

**Main Purpose of the Job:**

* Recruits, train, support and match volunteers to health and wellbeing volunteering opportunities in North Norfolk
* Support eligible clients (18+ with a long term health condition) referred into the service to set and achieve health focused improvement goals, using a person-centred assessment & outcomes system and matching to an appropriate volunteer
* With support of volunteers, to offer low level practical support, information and peer support to people with a long term condition to support their health and wellbeing
* Work as part of a multi-disciplinary team and approach, including Integrated Care Coordinators, Living Well Workers and Life Connectors, to promote social inclusion and achieve positive health and wellbeing outcomes within North & South Norfolk

**Main Duties**

**To:**

1. **Volunteer Recruitment & Management**

* Recruit, induct and train volunteers to work one-to-one with clients in their homes and across the community
* Match volunteers to clients aligning to assessed needs, client preferences, common interests, lived experienced and peer support
* Provide regular supervision and support to volunteers, keeping appropriate written records and offering ongoing mentoring and continual development as required, enabling volunteers who wish to move on to take up training or paid employment and allowing them to feel supported to carry out their role effectively and safely.
* Contribute to the development and delivery of training to volunteers as part of the Health & Wellbeing Volunteer Service Team and wider Health and Social Care Department

**2. Assessment and Support Planning**

* Complete person-centred assessments (at the client’s home or at a community venue) and reviews, utilising the Outcome Star and What Matters assessment & outcome tools, to identify health & wellbeing improvement goals
* Manage a caseload of ‘clients’, providing flexible and responsive support based upon the needs and aspirations of the individual and which promotes social inclusion, reduces loneliness and promotes positive health & wellbeing and self-management
* Work through an enabling approach that draws on the individual’s strengths, preferences and assets, assisting people referred to the service to identify and articulate their desired outcomes, proving time limited support and jointly co-designed interventions to enable them to achieve those outcomes in their local communities
* Deliver a personal planning service, working with clients to identify goals and the steps and actions needed to achieve them, co-producing a support plan with S.M.A.R.T targets, which support the individual to develop resilience and live well in the community. Monitor progress in achieving personal goals
* Promote and encourage peer support approaches to supporting people in a personalised way; including encouraging and supporting people who have previously received services who would like to become volunteers themselves
* Take referrals direct within locality and centrally through referral mechanisms (e.g. NCAN Common Referral system and work within agreed pathways and processes)

**3. Engagement and Partnership working**

* Actively identify and signpost unpaid carers of clients to appropriate services and support (e.g. Carers Matter Norfolk), developing good referral links and partnerships
* Develop links with Falls Prevention, Community Safety, Assistive Technology and Sensory Support services, actively signposting clients to these services where required (building awareness and review into assessment processes) and working as part of a multi-disciplinary approach where appropriate to promote independent living
* Work within the Early Help model, attending collaboration / MDT meetings at Early Help Hubs or GP surgeries as required to support positive client health & wellbeing
* Promote the service through public speaking, presentations and though contributing to the development of printed and online publicity materials
* Facilitate and support engagement and volunteer recruitment at public events, shows, and other appropriate opportunities
* Actively engage in service team meetings and opportunities to meet with and work in partnership with colleagues from across the VN Health and Social Department, actively seeking to add value where possible

1. **Recording and Information Governance**

* Record details of interactions and interventions on Charitylog and actions for follow-up as required, ensuring quality of data is consistent and in line with service standards
* Ensure that information, including personal sensitive, is collected, processed, and stored lawfully to information governance best practice standards and complies with the requirements of the Data Protection Act 2018 & GDPR and successor legislation
* Take responsibility for recording all notes and assessments on the CRM database and in a timely manner, ensuring data is accurate and proportionate, providing clients with a physical or electronic copy of their assessments
* Work within the code of conduct, observing the service confidentiality policy in practice and maintaining professional boundaries when working with clients, professionals, and other service staff.
* Work within, and regularly input to, the policies and processes in place for the service, including assessment, support planning and review processes, data input and management, quality assurance processes safeguarding and lone working procedures.

1. **Other**

* Positively participate in the staff development programme, including service monitoring, coaching and personal development planning, supervision, and appraisal / performance reviews, in line with the performance and quality management framework and staff competencies and capabilities framework.
* Contribute to the ongoing monitoring, evaluation and review of the service
* Act as an ambassador to CBR Solutions promoting the services on of

**Person Specification**

**Essential (E) / Desirable (D)**

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| Experience and Qualifications |  |
| Educated to ‘A Level’ (Level 3) standard or equivalent | E |
| Educated to degree level in a relevant subject e.g. Health & Social Care | D |
| 2 years’ experience in an assessment and support role | D |
| At least 1 years’ experience of recruiting, supporting, managing and supervising volunteers | D |
| Experience of working in the Voluntary or Community Sector | E |
| Experience of working within the health and social care sector | D |
| Experience of working successfully with people from differing backgrounds, cultures and abilities including vulnerable people. | E |
| Experience of multi-agency and partnership working | E |
| Experience of co-producing life or support plans with individual clients | D |
| Experience of working in an outcomes-focused person-centred approach | **D** |
| Experience of using cloud-based recording systems | **D** |
| Experience of dealing with confidential and sensitive information and working to the requirements of the Data Protection Act 2018 & GDPR | **E** |
| Event management / facilitation experience | **E** |
| Knowledge & Skills |  |
| Active listening skills and ability to empathise with clients | **E** |
| Demonstrable skills in providing one-to-one support to clients including devising targeted interventions and working to outcomes-based approaches | **D** |
| Knowledge of volunteer recruitment strategies and best practice in matching, supporting and supervising volunteers | **D** |
| Good understanding of professional boundaries in client/assessor and supervisor/volunteer relationships | **E** |
| Knowledge of peer support & self-management (to health) approaches | **D** |
| Knowledge and understanding on issues pertaining to loneliness and social isolation e.g. barriers to social inclusion and accessing local activities | **E** |
| Knowledge of relevant Health and Social Care legislation and policies (e.g. Safeguarding, Care Act) | **D** |
| Knowledge of Early Help in Norfolk | **D** |
| Ability to write concise, factually accurate and outcomes focused client assessments | **E** |
| Report writing and case-note recording and general written and communication skills | **E** |
| Excellent negotiation and motivation skills | **E** |
| Ability to work under pressure, prioritising and managing competing demands | **E** |
| Ability to analyse and evaluate issues & problem solve effectively | **E** |
| Excellent IT Skills, including the use of office applications, cloud-based systems and CRM databases | **E** |
| Ability to deliver and facilitate training of volunteers | **D** |
| Ability to promote the service through public speaking and presentations to a wide range of individuals and agencies | **E** |
| Proven ability to form effective working relationships with staff and volunteers | **E** |
| Proven ability to build and maintain relationships with strategic awareness | **E** |
| Local knowledge of geographical area and community | **D** |
| Attributes |  |
| Professional and personal -centred approach (e.g. integrity) | **E** |
| A good team player with a willingness to be flexible and adaptable | **E** |
| Creative thinker with the ability to motivate others | **E** |
| Solutions-focused and demonstrable commitment to delivering high quality services |  |
| An ability to handle sensitive and confidential information with discretion, tact and diplomacy | **E** |
| Self-starter, ability to work independently and show initiative | **E** |
| Commitment to continuous professional development | E |
| Other requirements |  |
| Current driving license and use of a car | E |
| Ability to travel across a locality and meet with clients in their homes and/or community settings | E |
| Ability to work unsocial hours to support client needs | D |