**Information for Applicants**

**Life Connector & Volunteer Co-ordinator – South Norfolk - Better Together Norfolk**

**Hours:** 37 hours

**Contract:**  Funded to 31st March 2023

**Starting salary:** £23,838 per annum

**Base:** South Norfolk Help Hub, South Norfolk District Council, Cygnet Court, Long Stratton NR15 2XE

**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 and an additional 3 days for Christmas closure (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place (5% employer contribution and 3% employee contribution).

**DBS Check Required:** Not required

**Closing date: Monday 31st January 2022 at 12 noon**

**Interview date: Friday 4th February 2022**

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 **David Crinson on 079174902234 or david.crinson@voluntarynorfolk.org.uk**

Please return completed applications to: Julia Creusson, Head of Resources & Facilities by e-mail 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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**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities*

*where people work together to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments. Most recently we have been working with Norfolk County Council to recruit and deploy volunteers to support people who are isolating due to Covid-19.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are a delivery partner in the Carers Matter Norfolk service, a partnership funded by Norfolk County Council to provide tailored support services to meet the individual needs of Norfolk’s 100,000 unpaid adult carers. We also are lead partner in the Young Carers & Families Service, supporting young carers. We lead the Better Together service which addresses the impacts of loneliness and social isolation. We manage Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. In 2019 we were awarded funding to lead a 4 year partnership in Great Yarmouth, *Freshly Greated,* which aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. They offer 1-2-1 mentoring, training, volunteering and work placements, as well as support and advice around confidence, skills development and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 100, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £3million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ. www.voluntarynorfolk.org.uk Facebook @volnorfolk Twitter @vol\_norfolk

Update at November 2020: Covid-19 has inevitably impacted on our services and the way we deliver them. In the most part, services have continued as much as possible, but delivered online and remotely, instead of face to face.

**Better Together Norfolk**

A partnership led by Voluntary Norfolk to deliver a major service to combat loneliness and social isolation affecting all populations and communities we want to support.  The service aims to make a real difference to the lives of people of all ages experiencing loneliness and social isolation and support them to become better connected to their communities. Life Connectors provide flexible and responsive one-to-one person-centred support to individuals at risk of, or experiencing, loneliness and social isolation. Life Connectors deliver interventions, which are responsive, to the needs of clients, meeting what matters to them, and promoting social inclusion and positive wellbeing.

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**Job Description**

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| **Job Title** | Life Connector & Volunteer Co-ordinator |
| **Company** | Voluntary Norfolk – Better Together |
| **Reporting Line** | Service Manager |

**Main Relationships**

All members of Voluntary Norfolk staff as well as a range of external professionals including but not limited to Peer Support Groups and Volunteers, Volunteer Coordinators, Early Help Hub staff and other health, care and community professionals.

**Main Job Purpose**

As part of a multi-disciplinary team, provide flexible and responsive one-to-one person-centred support to individuals at risk of, or experiencing, loneliness and social isolation. Deliver interventions, which are responsive, to the needs of clients, meeting what matters to them, and promote social inclusion and positive wellbeing.

To work with the Better Together Team and South Norfolk and Broadland District Councils and other team members to continuously improve the volunteering opportunities and coordinate a team of volunteers to meet agreed targets in line with approved Voluntary Norfolk (VN) policies and procedures

To work as part of a multi-disciplinary team in order to deliver the volunteer services, recruiting, training and supporting volunteers to help eligible clients, allocate and record tasks, set and achieve improvement goals

**Main Duties**

* Undertake person-centred support at the client’s home or at a community venue and reviews, utilising a range of tools, assessment and outcome frameworks, including loneliness and wellbeing scales
* Manage a caseload of clients, providing flexible and responsive support based upon the needs of the individual and which promotes social inclusion and reduces loneliness
* Offer time-aware interventions, which combat loneliness and reduce social isolation and support individuals to become better connected to communities.
* Work within Early Help Hubs to ensure a regular flow of referrals and proactive multi-agency working
* Keeping accurate records of all interventions with clients and volunteers, within a timely manner, escalating any concerns as per the relevant policies
* Build effective working relationships with a wide range of partners and stakeholders to strengthen both the organisational and project awareness
* Liaise with local Development Workers, to help shape and develop opportunities for client involvement in projects, asset mapping and other activities
* Identify and support suitable clients to become Peer Mentors and Volunteers to assist others
* Establish and maintain close working relationships with social prescribers and specialist information, advice and advocacy organisations, offering seamless introductions to clients where other services are best placed to provide support
* Contribute to awareness raising and communication activities and events to promote the service
* Ensure that information, including personal sensitive, is collected, processed, and stored lawfully to information governance best practice standards and complies with the requirements of GDPR and successor legislation
* 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, risk assessments and lone working procedures.
* Participate in service monitoring, and personal development planning, supervision, and appraisal, in line with the performance and quality management framework
* Contribute to the ongoing monitoring, evaluation and review of the service
* To coordinate and deliver volunteer services on a day-to-day basis, communicating and building relationships with individual volunteers and clients.
* To deliver performance outcomes in line with service level agreements and contractual requirements. Including the Local Area Delivery Plan working in partnership with South Norfolk and Broadland to provide support to both our own volunteers and support to the Mutual Aid Groups as required.
* To communicate and celebrate the benefits and positive outcomes of volunteering within VN and more widely.
* To undertake risk assessments and work within the approved health & safety policies and procedures of VN.
* To report any actual or potential risks, accidents, incidents, safeguarding concerns, breaches of policy, complaints or other performance matters that impact on volunteers. Also, to work with the Service Manager to investigate such incidents, communicate outcomes and implement change as appropriate.
* To receive and acknowledge volunteer applications, meeting with potential volunteers to discuss volunteer agreements, complete the registration process
* To match volunteers to clients and their assessed needs, preferences and common interests.

**All Voluntary Norfolk post holders are responsible for:**

* Working to the policies and procedures of Voluntary Norfolk
* Promoting equal opportunities and respecting diversity within all aspects of their work
* Complying with Health and Safety Regulations
* Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive and their line manager

**Person Specification**

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

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| 2 years’ experience in supporting people in the community and working with vulnerable groups | E |
| Good written and verbal communication skills | E |
| A Level 3 qualification in Health and Social Care or equivalent experience | D |
| Experience of working in the VCSE | **D** |
| Experience of multi-agency and partnership working | **E** |
| Experience of delivering capacity building support and SMART actions | **E** |
| Experience of using client record management systems, online calendars and Microsoft Office | E |
| Experience of dealing with confidential information and confident dealing with sensitive information and working to the requirements of the Data Protection Act 1998 / GDPR | E |
| Good understanding of relevant issues linked with Loneliness and Social Isolation | **E** |
| Experience of engaging hard to reach clients and being enthusiastic | **D** |
| Active listening skills and ability to empathise with clients | **E** |
| Good understanding of professional boundaries | **E** |
| Knowledge of local services and activities for those experiencing social isolation | **D** |
| Ability to write concise, factually accurate and timely client records | **E** |
| Excellent negotiation and motivation skills and ability to empower change | **E** |
| Ability to work under pressure, prioritising and managing competing demands | **E** |
| Excellent sense of humour and ability to work under pressure and work to a range of demands | **E** |
| Professional and personal - centred approach (e.g. integrity) | **E** |
| A good team player with a willingness to be flexible and adaptable | **E** |
| Experience of lone working and risk assessments | **E** |
| Creative thinker with the ability to motivate others | **E** |
| Experience of delivering group based support | **D** |
| Solutions-focused and demonstrable commitment to delivering high quality services | **D** |
| Self-starter, ability to work independently and show initiative | **E** |
| Commitment to continuous professional development | E |
| Car driver, owner essential - 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 | E |