

JOB DESCRIPTION FOR SOCIAL GROUPS CO-ORDINATOR/ TEAM MANAGER

JOB SUMMARY

Serving those hurt by loneliness by:

Managing and developing Archway's supportive social groups, having lead responsibility for Wednesday Welcome (a weekly Call -in Café style social group meeting in a church hall in central Oxford) and for the development and implementation of policies and procedures affecting service delivery across all social groups. The post-holder will work with the CEO in developing the service in accordance with the business plan and deputise for them when required.

Responsible to: Archway CEO

Hours: 25hrs a week. Needs to include Tuesday and Wednesday mornings and a flexible work pattern to visit/ provide cover for social groups held on other weekday afternoon and evenings. Occasional involvement on a weekend day be required for promotional/ fund-raising events.

Salary: £16,250 - £16,744 (depending on experience)

KEY RESPONSIBILITIES

IN MANAGING & DEVELOPING ARCHWAY'S SOCIAL GROUPS YOU WILL BE

- Providing regular supervision and guidance to the Co-ordinators and Sessional Workers of each group.
- Conducting Annual Appraisals with staff you supervise and manage.
- Ensuring sufficient staff and volunteer levels across the groups to provide a consistently safe and effective service.
- Ensuring that Archway's Policies and Procedures are adhered to.
- Assisting and supporting staff in organising outings and special events (Christmas, BBQ, Easter etc).
- Liaising with the Volunteer Recruitment Co-ordinator to ensure recruitment of sufficient numbers of volunteers for the required roles.
- Communicating with relevant personnel at the various venues to maintain good communication and positive relationships.
- Working with the CEO and Board in developing the service in accordance with the Business Plan.

IN HAVING LEAD RESPONSIBILITY FOR WEDNESDAY WELCOME YOU WILL BE

- Meeting with referred “Friends” and supporting their introduction to Wednesday Welcome.
- Liaising with and feeding back to referrers.
- Following up on “Friends” linked with Wednesday Welcome.
- Inducting new volunteers, allocating them to appropriate roles and responsibilities.
- Managing, and supervising staff, encouraging and supporting their personal & professional development within the context of Archway.
- Supervising and supporting volunteers, ensuring they receive training and guidance appropriate to their roles and responsibilities.
- Ensuring that the policies and procedures of the Archway Foundation are adhered to.

IN MONITORING, EVALUATING, RECORD KEEPING AND REPORTING you will be

- Maintaining accurate and up to date records of staff, volunteers and Friends
- Implementing agreed assessment, monitoring and evaluation tools to provide evidence of effectiveness of the service.
- Providing service reports as required and the necessary statistics and progress information for monitoring.
- Keeping the CEO and Board informed of key issues and progress, including any matters of concern.

IN DEVELOPING AND IMPLEMENTING POLICIES & PROCEDURES AFFECTING SERVICE DELIVERY you will be

- Working with the CEO in reviewing and updating policies and procedures.
- Overseeing the implementation of policies and procedures across the social groups and working with the CEO and Co-ordinators to develop these in line with changing legislation and service needs.
- Consulting and working with the CEO in developing the service in accordance with Archway’s Business Plan and within agreed resources.
- Working with others as a member of working groups to improve and develop the service.

- Contributing to the promotion of the service through consultations with the Promotions & Communications Co-ordinator and by giving talks / presentations when required.
- Maintaining own professional expertise, including attending training as necessary, and participating in an annual appraisal.
- Attending staff meetings, Board Meetings, participating in away days and other similar staff events.
- There is limited administrative support and the post-holder will be expected to undertake much of their own computer work, both in the production of correspondence and documents, data recording, emailing and internet search.
- To undertake any other duties commensurate with the post as may be agreed with the CEO

The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of the role. It is the practice of The Archway Foundation to periodically review job descriptions and update them. The process will be conducted in consultation with the post holder. It is our aim to reach agreement on any changes but if agreement cannot be reached The Archway Foundation reserves the right to insist on such changes to the job description after consultation with the post holder. (October 2018)

PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge and Experience	<p>Understanding of the impact of loneliness on physical and emotional health.</p> <p>Experience of working with vulnerable adults.</p> <p>Understanding of mental health and its impact on the lives of those facing challenges in this area.</p> <p>Experience of managing staff and volunteers</p> <p>Experience of providing supervision in a clinical/social care context</p> <p>Knowledge of how charities are funded and the accountability to the public, donors and funders.</p>	<p>Experience of working to alleviate loneliness and working with adults with a range of complex physical and emotional needs.</p> <p>Experience of working within a charity/ health & social care and responding to individuals with complex needs including issues of safeguarding.</p> <p>Experience of working with people with mental health difficulties, showing empathy and skill in responding in ways to promote recovery and potential.</p> <p>Experience of using different management styles and techniques to empower and maximise the potential of staff and volunteers.</p> <p>Knowledge and experience of how in day to day practice charities can demonstrate accountability to the public, donors and funders.</p>

<p>Communication and Interpersonal Skills</p>	<p>Excellent listening, verbal and written communication skills.</p> <p>Able to develop positive relationships with a variety of people including service users, family/carers, referrers, volunteers and staff.</p> <p>Able to give clear verbal presentations to individuals, small and large groups, using audio visual material as appropriate.</p>	<p>Demonstrates ability to use active listening skills, give clear verbal communication delivered in a manner appropriate to the situation. Able to write clear concise reports.</p> <p>Demonstrates ability to recognise and understand the behaviours and reactions of others, identifying what motivates them and how best to support, encourage them to achieve their potential.</p> <p>Able to demonstrate creativity in preparing and giving clear verbal presentations to effectively engage and communicate with individuals and groups large and small.</p> <p>Self-motivated and able to affirm, support, encourage and inspire, colleagues.</p> <p>Able to plan ahead, prioritise own workload and that of others, demonstrating versatility and flexibility to ensure prompt effective responsiveness in a constantly changing environment, workload and demands.</p> <p>Experience of writing and /or implementing policies and procedures to ensure compliance with legislation relevant to the organisation.</p> <p>Proficient in using Word Documents, Excel Spreadsheets & Powerpoint and easily adapting to database systems.</p>
<p>Organisational Knowledge and Skills</p>	<p>Able to work alone as well as with others</p> <p>Able to prioritise and manage own workload and support staff to manage their work.</p> <p>Knowledge of legislation affecting charities and the workplace and the practical implications.</p> <p>Strong IT skills including competent use of Word and Excel. & database use.</p>	<p>Comfortable and confident in relating to church personnel.</p> <p>Own transport for travelling</p>
<p>Other</p>	<p>Respect for maintaining the values of The Archway Foundation</p> <p>Able to work outside normal office hours and travel to locations away from the office</p>	