

JOB DESCRIPTION FOR SERVICE DEVELOPMENT CO-ORDINATOR

JOB SUMMARY

Serving those hurt by loneliness by

Managing and developing Archway's services with a particular focus on social group services whilst having direct involvement in providing telephone support to Friends whose needs are complex. The post-holder will work with the CEO and with the Service Development Group, developing Archway's services in accordance with Archway's Business plan, government guidance and its application to the needs of Archway.

Responsible to: Archway CEO

Hours: 35hrs a week, Monday to Friday.

Salary: £24,000 (actual)

KEY RESPONSIBILITIES

IN MANAGING & DEVELOPING ARCHWAY'S SERVICES you will be

- Working with Social Group Staff to develop and implement supportive social groups services.
- Providing direct input to the social groups, acting as role model in supporting Friends, staff and volunteers
- Providing regular supervision and guidance to staff for who you have line managerial responsibility.
- Monitoring and reporting to the CEO on the well-being of staff (especially in the context of the pandemic and the majority of staff selecting to continue working from home).
- Being aware of your own mental health and well-being and taking steps to optimise this within the current situation, reporting any concerns to the CEO.
- Conducting Annual Appraisals with staff you supervise and manage, encouraging and supporting their personal professional development within the context of Archway.
- Obtaining regular feedback from telephone support volunteers and recording this on Lamplight.
- Following up on any issues and concerns raised from the calls; sign-posting, referring to other sources of help as appropriate.
- Supporting and affirming volunteers via email/ telephone communication as appropriate.
- Participating in Peer Support Group, taking hosting role when required.
- Ensuring that Archway's Policies and Procedures are adhered to.
- Liaising with the Volunteer Recruitment Co-ordinator to ensure recruitment of sufficient numbers of volunteers to meet the demands of the service.

- Liaising with The Senior Practitioner Individual Support Service and Training to ensure policies and procedures are in line with practices across all services.
- Working with the CEO, Service Development Group and Board in developing the service in accordance with the Business Plan.
- 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.
- To undertake any other duties commensurate with the post as may be agreed with the CEO

IN HAVING DIRECT INVOLVEMENT IN DELIVERING TELEPHONE SUPPORT you will be

- Telephoning Friends at the frequency agreed with them.
- Following up on any issues arising from the telephone calls, making referrals, signposting to other sources of help etc.
- Liaising with and feeding back to referrers.
- 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
- Taking a lead role in developing and implementing Impact Measurement Tools to provide evidence of effectiveness of the services we are providing.
- Providing service reports as required and the necessary statistics and progress information for monitoring.
- Keeping the CEO informed of key issues and progress, including any matters of concern.

PLEASE NOTE

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.

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. Please note that on being offered the position, a DBS (formerly CRB) check will be required as The Archway Foundation is a service provider for Vulnerable Adults.

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>Experience of working/ volunteering within a health/social care setting.</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 in facilitating therapeutic groups.</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 identifying safeguarding situations and taking the appropriate action. Working within a mental health /social care charity.</p> <p>Experience of working with people with complex needs/ those expressing thoughts of self-harm/suicide.</p> <p>Knowledge of group dynamics and experience in using a range of techniques to facilitate groups to function effectively and give voice to all members.</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>
Communication and Interpersonal Skills	<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>
Organisational Knowledge and Skills	<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 & Excel and database use.</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>

		Proficient in using Word Documents, Excel Spreadsheets & Powerpoint and easily adapting to database systems.
Other	<p>Respect for maintaining the values of The Archway Foundation</p> <p>Able to work remotely and at the office, with flexibility to work outside normal office hours and travel to locations away from the office.</p>	<p>Comfortable and confident in relating to church personnel.</p> <p>Able to easily access the office and to travel to locations in and around Oxford, Abingdon and surrounding areas.</p>