

Project Co-ordinator (Norfolk Befriending Service) job pack

Title	Project Co-ordinator
Hours	37 hours per week (Monday-Friday)
Salary	£24,720
Accountable to	Head of Care
Responsible for	Volunteers supporting service
Based	Hybrid worker, willingness to travel around Norfolk essential

About Caring Together Charity

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

Three in five of us will become a carer at some point in our lives. Caring Together Charity is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

We are passionate about helping people get the practical support and advice that really makes a difference to them – before, during and after their caring role.

An unpaid carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, disability, a mental health problem or an addiction, and would find it hard to cope without their support.

We are proud to support more than 17,000 carers and their families every year, but there are more than 150,000 carers living in our region. And this number is rising.

We need your help to make sure unpaid carers in our local communities receive the practical and emotional support that they need.

About the role

Have you previously worked in a support environment, delivering care or any number of similar services and are you currently looking for a new way to utilise the skills you have learnt to support people in an innovative way.

As part of our team, your key focus areas will be providing a flexible service to customers and their families. In Norfolk we are privileged to be able to provide a volunteer befriending service which allows unpaid carers to access much needed companionship and support for themselves or the person they are caring for.

Working within our homecare service you will assess needs and work with a team of volunteers to provide the service and complete necessary reporting.

The successful candidate will preferably have had experience in providing personal and/or social care, with an understanding of homecare and will work alongside the wider care team including care professionals and the management team.

Key accountabilities of the role

1. Be part of a responsive team providing support to customers and their families.
2. To travel as required in order to deliver person centred support to both people accessing the service and the volunteer team you will be managing.
3. To play a proactive role in signposting customers and their families to other relevant support services (both internal and external, both statutory and non-statutory) as part of our prevention work in the community.
4. Work in partnership with the wider care team to ensure all visits are covered by suitable members of the volunteer team.
5. Complete assessments and risk assessments for new and existing customers and maintain a swift response to customers' needs and ensure high quality support.
6. Liaise regularly and effectively with the wider team.
7. Although generally working on an agreed shift pattern, there may be circumstances when the role requires flexibility for example out of hours team meetings to accommodate availability of your volunteer team.
8. Complete and submit paperwork, including incidents and safeguarding concerns to required standards and in line with the charities policy and procedure.
9. To maintain accurate records on in house systems and contribute to contractual reporting requirements.
10. Participate in an induction programme and attend on-going in-service training as required by the role.
11. Attend regular meetings and supervisions as agreed.
12. Establish positive working relationships internally and externally to support the charity to achieve its business plan and meet customers outcomes.
13. To always work within the philosophy and policies of Caring Together Charity.
14. To undertake any other duties that may be considered commensurate with the level of the post.

Caring Together Charity is committed to safeguarding and promoting the welfare of adults and children at risk and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

Project Co-ordinator (Norfolk Befriending Service) Person specification

Requirements	Essential	Desirable
<p>Experience and knowledge</p>	<ul style="list-style-type: none"> • Experience of providing person centred care in the community. • Good IT skills. Experience using laptops and rostering/ reporting systems. • Experience of working independently, using own initiative and problem solving. • Experience of establishing and maintaining professional working relationships at all levels and working well in a team. • Experience of engaging with a diverse range of users and stakeholders. • Knowledge and experience of working to a high standard within legislative and regulation standards of care. • Previously undertaken care plan assessments (although additional training around expectations can be provided). 	<ul style="list-style-type: none"> • More than two years' experience within a homecare setting.
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Ability to multitask. • Ability to work productively with a range of people with a range of needs. • Strong communication both written and verbal and excellent interpersonal skills. • Ability to build effective relationships with stakeholders. • Excellent customer service philosophy. 	

Personal attributes	<ul style="list-style-type: none">• Able to work under pressure and cope with change and conflicting priorities.• Willingness to travel across our region.• Seeks continuous improvement.• Engaging personality who demonstrates a friendly, constructive, solution focussed approach.	
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Application and recruitment process

Closing date	The closing date for this post is ongoing
Interview	It is anticipated that interviews for this post will take place in line with availability of suitable applicants.
Start date	The post is available immediately, on a full-time permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate may be required to work flexibly at evenings and weekends at times, this will be arranged with the line manager.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.