

## **JOB DESCRIPTION**

**Post:**                   **Community Co-ordinator**

**Responsible to:**   **Chief Officer, Citizens Advice Portsmouth**

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### **PURPOSE OF JOB:**

- Develop and coordinate the community response including a volunteer pool to provide support for carers and the cared for.
  - Effectively recruit, train, support and manage the volunteers to support the project.
  - Ensure the service provides excellent customer service and support for carers and the cared for at all times
  - Together with the Support Partner, develop and manage a matching process for volunteers and those they will support.
  - Collaborate with relevant organisations to broaden and enhance the services offered by to carers and the cared for
  - Promote effectively, and work with other relevant schemes to develop successful joint promotional activities
  - Develop and coordinate a Community Credit Scheme
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## **DUTIES AND RESPONSIBILITIES:**

1. Develop the service to ensure the positive contribution it makes to carers and those cared for is maximised, managing all day-to-day functions of the community response effectively.
2. Drive a coordinated volunteer recruitment campaign for volunteers.
3. Support, train and development of volunteer recruitment, engagement guide lines, management and dismissal of voluntary support. Includes overseeing an effective and robust reference and DBS process.
4. Work with Support Partner to match volunteers with carers and the cared for needs.
5. Ensure that volunteers provide excellent customer service at all times. Effectively line-managing, developing and supporting the volunteers so that they have a quality volunteering experience and therefore provide consistent high standards of support to carers and the cared for.
6. Effective management of the volunteer database, ensuring compliance with information governance, safeguarding, lone working and health & safety policies and procedures.
7. Coordinate the volunteer schedule to maximise the availability of the service 7 days a week.
8. Implement a community credits scheme to reward people for volunteering for the service. The scheme is to enable volunteers to earn community credits which can then be 'spent' at the participating businesses.
9. Collaborate with relevant organisations to maximise the services offered to carers and the cared for, ensuring that a wide variety of drop-ins are regularly available.
10. Prepare and produce reports, documents, letters, emails and other documentation as required.

11. Work within an assigned budget, manage volunteer expenses and ensure all money handling procedures are followed correctly.
12. Collate and present end of month reports by agreed deadlines.
13. At all times to work within the policies including equal opportunities, health and safety and other good management policies; observe the requirements of the Data Protection Act and Health & Safety legislation.

The list of responsibilities outline above is not intended to be exhaustive, and the jobholder may be required to carry out other tasks, or take on other responsibilities, commensurate with the post as requested.

### **Who is the Person?**

The ideal candidate should be able to show they have:

- Minimum 4 GCSEs at grade C or above, including Mathematics and English or equivalent.
- A wide range of relevant experience at planning and coordinating the provision of services involving volunteers.
- Understanding of volunteer recruitment and selection process.
- Effective written and verbal communications skills
- Proven negotiation and influencing skills
- Understanding of the needs of carers and the cared for.
- Knowledge of the city of Portsmouth and its local communities.
- Ability to demonstrate understanding of the needs of carers and the cared for.
- Proven experience of coordinating projects or initiatives.
- Motivational, inspirational and leadership skills.
- Experience of supporting planning and co-ordinating implementation through to frontline delivery.
- Experience of performance management and delivering measurable improvements to outcomes.
- Ability to devise and implement your own innovative solutions to problems.
- Ability to work under emotional demands and pressures.
- Experience of working in and engaging with, communities.
- Able to work flexibly, including some evenings and weekends work.

- Understanding of DBS policy and safeguarding procedures.
- Excellent time management skills
- Creativity in finding solutions to for problems.
- Evidence of being proactive and a self-starter.
- Sound administration skills including good working knowledge of MS Office