



Connect Fermanagh

Job Description

We are seeking an enthusiastic, proactive and self-motivated individual to lead our team of Volunteers and develop our Connect Fermanagh Service.

www.connectfermanagh.org/

Position: Service Coordinator

Base: Fermanagh House, Broadmeadow Place, Enniskillen

Salary: Circa £13,000 per annum

Report to : Connect Fermanagh Board

Duration: Initial period of 15 months
Part-time 20 hours per week (normal working hours 9.30 -1.30 x 5 days a week)
Occasional out of hours evening and weekend flexible work will be required.

Post commencement date: To be agreed with successful candidate.

The role

Connect Fermanagh provides telephone support to individuals feeling lonely or isolated across Fermanagh.

We seek to promote positive well-being for those we call, help them feel connected to their community, valued as a citizens and prevent feelings of loneliness and isolation.

We recruit and support Volunteers to provide weekly phone-calls to individuals 7 days per week.

The Coordinator role includes promotion of the service, promoting Volunteering opportunities and developing the service in consultation with a wide range of stakeholders.

The Coordinator will work Monday to Friday, 4 hours per day which should be flexible to suit the needs of the service. There is also an expectation to provide out of hours telephone support to Volunteers. An additional increment has been built into the salary to reflect the need for this responsibility.

Job Description:

To provide a high quality, flexible and responsive service to residents in Fermanagh aged 18+ who are feeling lonely or isolated.

To maintain flexible working hours including out of Hours on-call availability to support Volunteers.

To be responsible for the promotion of the service utilising a wide range of platforms to ensure we are reaching the most isolated.

To ensure fair access to the Service and appropriate Referral Pathways are in place.

To maintain an active role advertising for, recruiting, inducting and supporting a Team of Volunteers.

To ensure appropriate and on-going training and supervision of Volunteers.

To monitor weekly calls and contacts between Volunteers and service users and address and emerging issues.

To work with Line Manager to address emerging issues or concerns with appropriate agencies.

To ensure appropriate policies and procedures are developed, implemented and regularly reviewed.

To monitor and evaluate the service, consulting with all stakeholders and senior staff to review service provision ensuring continued improvements are made.

To provide Reports on service delivery and progress monthly and quarterly to Connect Fermanagh Board.

To continually develop the Service in consultation with internal and external stakeholders and in response to service user feedback.

Establish and develop effective relationships and channels of communication with individuals in need of support, volunteers, families, colleagues, community/ Voluntary and Statutory organisations, partner agencies and other external agencies.

Manage a dedicated budget and maintain financial records.

To promote equality, inclusion, respect and fairness in all aspects of service planning and delivery.

To celebrate success, ensuring Volunteers are recognised for their contribution.

To utilise a wide range of platforms to share our learning and our knowledge to influence others including decision-makers and leaders.

To participate in relevant training and development opportunities as required.

Such other duties which occasionally arise which fall within the purpose of the post.

Essential

Qualifications:

Level 3 qualification in Health & Social Care or similar.

Skills and Experience:

- Minimum of 6 months experience of supervising volunteers or staff.
- Experience of supporting others.
- Experience of working with a range of agencies including statutory, voluntary and community service providers.
- Experience of Safeguarding Vulnerable Adults.
- Good administrative and ICT skills.
- Valid Driving Licence with access to a car.

Personal Attributes

The successful candidate for this position will:

- Be kind, patient, caring and compassionate.
- Build trust and show respect for others.
- Be able to connect with people of all ages and backgrounds and promote our equality and diversity policy and procedures to ensure best practice.
- Demonstrate a willingness and ability to operate within a constantly changing environment.
- Be able to work on their own initiative and take ownership.
- Be able to organise and manage multiple tasks and work flexibly.
- Display excellent communication and presentation skills.

Employment is subject to Pre-Employment Screening checks

Connect Fermanagh is passionate about promoting equality, valuing diversity and working inclusively.

For more information, please visit our website: www.connectfermanagh.org or

Contact Sonya Johnston on 02866320 230 or email: sonya@fermanaghtrust.org