

Job Description

Job Title	Welcome Home Volunteer Team Coordinator
Salary	Actual annual salary £22,773.04
Hours of work	30 hours per week – to be worked over 4 or 5 days. Part time hours will be considered.
Working pattern	To be agreed with the appointed candidate
Place of work	67 High Street, Thornbury, BS35 2AW, with travel across South Gloucestershire
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Fixed Term Contract until March 2026

Background Information

Age UK South Gloucestershire and Southern Brooks are both organisations who strive to ensure that people live safe and fulfilled lives, supporting people when they need it most.

The Welcome Home Project is a brand new initiative with the aim of providing short to medium term support to those who have been discharged from hospital under 'pathway 0', to enable them to stay well in their own homes and regain independent living skills.

Main Duties

- Recruit, train and support volunteers working within the project.
- Receive, monitor and process referrals from the Welcome Home Team for clients in need of a volunteer.
- Match clients to volunteers and support the volunteers through the matching and ending process.
- Manage waiting lists for clients.

- Address concerns raised by volunteers and escalate any safeguarding issues accordingly.
- Ensure a clear signposting service is available for clients leaving the service
- Raise awareness of the Welcome Home project and volunteer opportunities available throughout South Gloucestershire.
- Build and maintain relationships with key staff from the Welcome Home team (who may be working under Southern Brooks) to ensure the smooth running of the service.
- Build and maintain relationships with all other key stakeholders.
- Attend community, networking and fundraising events as necessary.

Person Specification

Knowledge and Experience

- Leadership, coaching and management of team members and/or teams.
- Experience of working with people with health and social needs, or community-based work using a person-centred approach.
- An understanding of risk assessment and risk management.
- Good understanding of health issues and the wider determinants of health and wellbeing
- Knowledge of Equality and Diversity issues.
- Experience of using databases to record client actions and interventions. (Desired)
- Knowledge of the needs of people aged over 50 and the issues they face.
- Knowledge and understanding of the needs of volunteers and how to best value and support them
- Experience in delivering training – in either a group or 1-1 setting.
- Knowledge and experience of how to manage sensitive, confidential information.

Job Related Skills

- An understanding of safeguarding vulnerable adults.
- Partnership working - building relationships with, colleagues, stakeholders, and other organisations.
- Excellent organisational and time management skills to prioritise work, handle conflicting demands and meet tight deadlines.
- Good IT skills, experienced in the application and use of various software packages including MS Office packages and databases.
- Good listening, communication & problem solving skills.
- Ability to work as part of a team, as well as independently.
- Ability to carry out lone working.
- Ability to manage your own workload, identifying priorities for yourself, colleagues and the service.
- Having a creative and flexible approach to work.

Personal Skills and Values

- Empathy and passion for supporting adults to live well in their own homes.
- Promotion of high quality volunteer experiences with a focus on valuing and supporting the volunteer.
- Commitment to reducing health inequalities.
- Flexible and adaptable outlook
- A practical approach to problem solving
- Patient and sensitive to the needs of others
- Has a non-judgemental attitude
- Approachable
- Willness to attend any training deemed necessary

Working Conditions

- Flexible working hours within the core hours of 8am and 4:30pm
- A driving licence and access to transport
- Occasional out of hours working to meet the client's needs.
- Enhanced DBS check required.