

# Candidate Information



**Welcome Home Volunteer Team Coordinator**

Part-time

Fixed-term until 31<sup>st</sup> March 2026

Closing Date: 8am on Monday 22<sup>nd</sup> September

# Pack Overview

Thank you for your interest in our vacancy for a Welcome Home Volunteer Team Coordinator. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

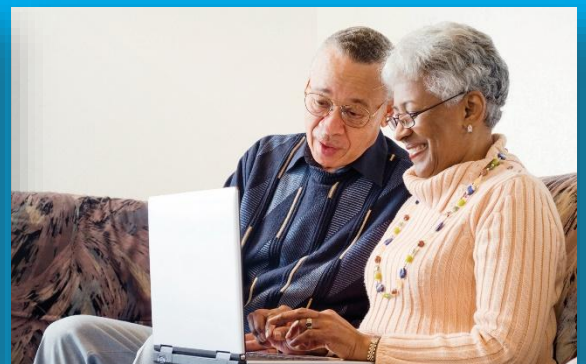
If you have any questions about any aspect of the organisation or the role, please

## About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to more than 5,000 enquiries per year with our range of services, which include: Activity Day Centres, Befriending, Community Services, Improving Homes and Wellbeing, Information & Advice provision, specialist Benefits Advice, Reconnect, Technology Support and Volunteering opportunities.



# Our history

**1997** – Age Concern South Gloucestershire was formed.

**2005** – Age Concern South Gloucestershire changes its legal structure to become a charitable company.

**2009** – Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

**2010** – ...we become an Age UK Brand Partner and trade as ‘Age UK South Gloucestershire’.

Age UK South Gloucestershire is celebrating our 25th Birthday.

## Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, policies and legal compliance.





## Working for Us

Age UK South Gloucestershire employs a team of over 30 paid staff, and over 170 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A cycle to work scheme.
- A great working atmosphere.
- opportunities with funding contributions toward career developing qualifications.
- A convenient location for access to local parking.



# Vacancy Details

## ‘Welcome Home’ Volunteer Team Coordinator

30 hours per week – To be worked over 4 or 5 days  
Core hours to be agreed between 8 am and 4:30 pm  
Actual annual salary £22,773.04  
Contract until 31/3/2026

We are looking to recruit a proactive, outgoing and organised individual to coordinate a team of volunteers within this exciting project being led in partnership by Southern Brooks and Age UK South Gloucestershire.

Supported by the Volunteering Manager, the post holder will ensure that a team of volunteers are recruited and trained to provide short to medium term support to people who have been discharged from hospital classified as ‘Pathway 0’, enabling them to stay well in their own homes.

The role will be based in the Thornbury office, although travel across South Gloucestershire will be expected, so access to suitable transport and flexibility with working hours to meet the demands of the role is essential (e.g attending home assessments for potential clients, attending community events, fundraising activities).

Candidates will have excellent verbal, written, and interpersonal communication skills and be passionate about positively impacting the lives of people who require this service.

Age UK South Gloucestershire charity is committed to equality, diversity and inclusion and therefore encourages applications from all sectors of the community.

If that person could be you, download an application pack from our website: [www.ageuksouthglos.org.uk](http://www.ageuksouthglos.org.uk). Applications must be made using the form on our website, and completed application forms should be returned to [hr@ageuksouthglos.org.uk](mailto:hr@ageuksouthglos.org.uk). Applications will not be accepted when submitted via agencies or other recruitment platforms.

**Interviews will take place in person at our Thornbury Office and may take place before this advert has ended, so early applications are therefore strongly encouraged.**



**Closing date:**  
**8am, Monday 22<sup>nd</sup> September**

**Interviews will be held on Monday 6<sup>th</sup> October**

## Job Description

<b>Job Title</b>	<b>Welcome Home Volunteer Team Coordinator</b>
<b>Salary</b>	Contract until 31/3/2026
<b>Hours of work</b>	30 hours per week – to be worked over 4 or 5 days. Part time hours will be considered.
<b>Working pattern</b>	To be agreed with the appointed candidate
<b>Place of work</b>	67 High Street, Thornbury, BS35 2AW, with travel across South Gloucestershire
<b>Annual leave</b>	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
<b>Status</b>	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.



# How to Apply

If you are interested in becoming our new Welcome Home Volunteer Coordinator, please download an application form from our website:

[www.ageuksouthglos.org.uk](http://www.ageuksouthglos.org.uk)

Completed application forms should be submitted via email or post FAO Tracy Marshall, Office Supervisor at:

[hr@ageuksouthglos.org.uk](mailto:hr@ageuksouthglos.org.uk)

or

Age UK South Gloucestershire,  
67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

Interviews will take place in person at our Thornbury Office and may take place before this advert has ended, so early applications are therefore strongly encouraged.

**Closing date:**

8 am, Monday 22<sup>nd</sup> September

**Interviews:**

Monday 6<sup>th</sup> October

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact Tracy Marshall, Office Supervisor (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.

