

**Job Title:** Assistant Coordinator

**Salary:** £23,935 FTE

**Hours:**  18 hours per week.

**Duration:** Permanent

**Location:** This role will be mostly based at The Raylor Centre, James Street, York, YO10 3DW. On occasion, the role-holder is expected to attend events elsewhere to support the charity’s work (e.g. a local volunteering fair or one of our social outings). There is also flexibility for remote working outside of times when staff are needed in the office.

**Reporting to:** Executive Officer

**Management responsibility for:** Volunteers when/if necessary

**Main purpose of the job:**  The Assistant Coordinator will be responsible for the day to day operational requirements of the York Neighbours’ office, supporting its work to reduce loneliness, tackle isolation, and prolong independence for people over the age of 65 within the City of York. This will include providing information and guidance to both service users and volunteers as well as promoting best practice.

**Duties and responsibilities:**

Service Users:

* Accept referrals and conduct initial assessment visits to potential service users (known as ‘Neighbours’) either in their own homes or on the telephone to assess their needs, ensuring they have a full understanding of the services available and that the charity accurately records relevant information about them.
* Contact Neighbours and Volunteers following a task or outing, and ensure regular contact with all Neighbours is maintained, to monitor the quality and impact of our services, and to identify changing needs or any needs not being met.
* Work with the other Assistant Co-ordinators to organise social outings, including a risk assessment for each event.
* Collect feedback from Neighbours and volunteers to inform the future development of the service and the requirements of funders.

Volunteers:

* Assist with the management of all services provided by our volunteers to ensure the implementation of good practice in accordance with York Neighbours’ policies and procedures.
* Publicise ongoing volunteer opportunities, liaising with feeder organisations e.g. University of York, York St John Univsersity, and York CVS.
* Assist with volunteer recruitment and induction including (but not limited to) interviews, obtaining references, and ensuring DBS checks are received and kept up to date.
* Ensure that the Executive Officer is kept informed of volunteers’ training requirements to be met either by York Neighbours, or by arrangement with other agencies.
* Ensure that volunteers have regular, ongoing opportunities to share information and advice to contribute to their future development and that of our services.

Day to Day Management:

* Work with the Executive Officer and Assistant Coordinators to organise the effective and appropriate use of volunteers.
* Together with the Executive Officer ensure the safety of Neighbours, volunteers and staff through ongoing management of risk in all aspects of the service.
* Work with the Executive Officer and Assistant Co-ordinators to ensure the safe handling and administration of donations, expense claims and petty cash etc.
* Ensure and maintain confidential records for Neighbours and volunteers.
* Liaise with other statutory and voluntary bodies where appropriate to maximise support for Neighbours.
* Maintain up to date records for monitoring, evaluation and funding purposes.
* Assist with the promotion of York Neighbours through a variety of in-person events and social media channels.
* Receive appropriate training and development as required.

**Undertake any other tasks commensurate with the post. This is not a complete statement of the duties and may be amended in the light of changing needs of the organisation after consultation with the post holder.**

**Person Specification:** Assistant Coordinator

|  | **Essential** | **Desirable** | **How Assessed\*** |
| --- | --- | --- | --- |
| **1. Abilities, Values and Personal Attributes** |
| 1.1 | A demonstrable commitment to the values of York Neighbours | ✔ |  | AF/INT/R |
| 1.2 | An understanding of and commitment to the role of volunteers and service users within the organisation | ✔ |  | AF/INT/R |
| 1.3 | Positive work ethic: professional, enthusiastic, dependable, conscientious, flexible and self-sufficient | ✔ |  | AF/INT/R |
| 1.4 | Supportive manner: Enthusiastic, encouraging, understanding and with the ability to remain patient, calm and supportive while helping others through a process | ✔ |  | AF/INT/R |
| 1.5 | The ability to work with diverse communities, and to be able to deal tactfully but assertively with a wide range of individuals | ✔ |  | AF/INT/R |
| 1.6 | The ability to work under pressure and to manage the conflicting demands on the role | ✔ |  | AF/INT/R |
| **2. Qualifications** |
| 2.1 | GCSE Grade A-C in English and Maths (or equivalent) | ✔ |  | AF/Cert |
| **3. Skills & Knowledge** |
| 3.1 | Computer literate with the ability to use a variety of software packages | ✔ |  | AF/INT/R |
| 3.2 | Quick to understand new software | ✔ |  | AF/INT/R |
| 3.3 | Prior knowledge of York’s Voluntary and Community Sector |  | ✔ | AF/INT/R |
| 3.4 | A good understanding of volunteer recruitment and management processes including DBS and Safeguarding, training, hours monitoring, recognition, processes etc. | ✔ |  | AF/INT/R |
|  |  |  |  |  |
|  | **Essential** | **Desirable** | **How Assessed\*** |
| 3.5 | Excellent communication and interpersonal skills, both oral and written | ✔ |  | AF/INT/R |
| 3.6 | Excellent attention to detail | ✔ |  | AF/INT/R |
| **4. Experience – we would expect you to be able to meet at least some of the desirable criteria** |
| 4.1 | Demonstrable experience recruiting and managing volunteers | ✔ |  | AF/INT/R |
| 4.2 | Demonstrable experience working with older adults | ✔ |  | AF/INT/R |
| 4.3 | Demonstrable experience in delivering training |  | ✔ | AF/INT/R |
| 4.4 | Demonstrable experience creating resources e.g. documents, guides and videos |  | ✔ | AF/INT/R |
| 4.5 | Experience using CRM systems as well as platforms such as Be Collective, Mail Chimp, WordPress |  | ✔ | AF/INT/R |
| **5. Other Requirements** |
| 5.1 | Able and willing to work occasional early mornings, evenings and weekends (although such times will be rare). | ✔ |  | AF/INT |
| 5.2 | Ability to travel efficiently within the city and occasionally wider afield | ✔ |  | AF/INT |

\* Key to how skills are assessed AF = Application Form INT = Interview AT = Assessment/Task exercise R = References CERT – Certificate of qualification