



Job Description

**GETTING
HEARD**

Job Title	Project Coordinator
Service	Appointment Buddies
Reporting to	CEO
Contract Type	3 Year Fixed Term - Big Lottery Funded Position
Rate of Pay	£22,268 - £23,518 per annum FTE
Hours	12 hours per week
Working Pattern	Flexible
Location	Barton, OX3 9LS

JOB PURPOSE

Getting Heard (formerly Oxfordshire Advocacy) is passionate about empowering disadvantaged and marginalised Oxfordshire adults to have their voices heard and their rights asserted. Since 1989 we have been offering a range of advocacy services which now include a combination of statutory services (Independent Mental Capacity Act Advocacy and Independent Care Act Advocacy) and also non-statutory services (Community Advocacy and Appointment Buddies). Each year our team of 11 part-time staff and 35+ volunteers support over 700 new clients to get their voices heard and rights asserted on life impacting decisions.

A team of specially trained volunteer Appointment Buddies aim to partner up to 80 residents per annum for 6-9 months. Appointment Buddies volunteers will take time to get to know residents and build a trusting relationship, together they then explore the issues residents are facing accessing primary health services and shape objectives for where they would like things to be, they will then work together to realise these objectives at all times working from a model of empowerment.

The Project Coordinator together with the Community Engagement Coordinator will be responsible for partnering residents with volunteers, recruiting, training and supervising volunteers, co-facilitating a residents led self-advocacy group, raising safeguarding concerns with a strong emphasis on monitoring and evaluating the service. The Appointment Buddies service will be delivered in partnership with two other charities, The Archway Foundation and Barton Community Association who will offer befriending services and community transport.

www.gettingheard.org

Company Number: 6845465

Charity Number: 1131403

KEY RESPONSIBILITIES

Monitoring, evaluation and learning

At the beginning and end of each partnership volunteers gather resident feedback to establish the outcome of their support. Residents are also called by an Office based volunteer when their partnership comes to an end to gather feedback on the volunteer. The Project Coordinator is responsible for gathering this information, analysing outcomes/feedback and identifying if changes need to be made to improve the service offered. The Coordinator is also responsible for establishing new ways of collecting outcome data and establishing relationships to gain university accredited evaluations. The Coordinator also has responsibility for maintaining accurate client records on Getting Heard's database hosted by our partner's seAp

Volunteer sourcing and training

The Project Coordinator will work alongside the Community Engagement Coordinator liaising with the Office Manager to arrange DBS/reference checks and then arranges for volunteers to attend a 3 day initial training programme. The Project Coordinator and Community Engagement Coordinator are responsible for delivering the 3rd day of this training. Once trained the Project Coordinator provides each volunteer with a 1:1 induction and partners them with a mentor.

Volunteer management

The Project Coordinator has responsibility for partnering volunteers with new clients. Once this partnership is established the Coordinator provides the volunteer with telephone support, alongside regular face-to-face supervision. Alongside this 1:1 support the Coordinator is responsible for liaising with the Programme Coordinator for the Community Advocacy service to ensure volunteer network meetings take place every other month, chaired by volunteer representatives.

Resident led self-advocacy group

An important aspect of this service is its residents led self-advocacy group. This group will be chaired by a local resident supported by the Project Coordinator and Community Engagement Coordinator, with the aim of creating a space that empowers residents to have a collective voice to express issues of concern in respect to accessing primary health care services. This service strives to be resident led meaning this group has an important role in co-designing the service as it develops.

Safe working & safeguarding

Risk assessments are conducted by the Project Coordinator before a resident is partnered with a volunteer. The Coordinator has a responsibility for ensuring volunteers are compliant with Getting Heard's safe working and safeguarding policies and procedures, through inductions, training and supervision. All safeguarding concerns have to be raised with the CEO within 24 hours.

SKILLS AND EXPERIENCE

Experience

- Supporting disadvantaged people, including clients with physical or learning disabilities, physical or mental ill-health or other disadvantage either face-to-face or on the telephone (Preferable)
- Managing a project, including donor reporting (Essential)
- Designing and reporting against project plans and data collection mechanisms (Essential)
- Working in a team and sharing best practice (Essential)
- Engaging on a project that is co-designed with clients (Preferable)
- Managing other people, either staff or volunteers (Preferable)
- Knowledge of services available in Oxfordshire to support disadvantaged people (Preferable)
- Managing a database and maintaining client records (Essential)

Skills

- Excellent project management skills
- Excellent communication and listening skills
- Strong inter-personal skills, demonstrating understanding and empathy
- Commitment to being non-judgemental and working from a person centred approach
- Ability to manage competing demands, prioritising as required
- Committed to maintaining safe working practices, personal boundaries and confidentiality
- Able to work independently, conducting research as necessary
- Strong IT skills, ideally with databases
- Punctual and reliable

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Getting Heard reserves the right to update the Job Description from time to time to reflect these changes in or to the post after consultation about any proposed changes.