

## Job Description

**Job Title:** Settle at Home Volunteers Project Worker

**Hours:** 30 hours per week (0.81 FTE)

**Salary:** £26, 213 pro rata

**Contract Length:** This post is funded for one year

**Responsible to:** Projects and Partnerships Manager

**Job Purpose:** The Settle at Home Volunteers Project worker will recruit, train and support a team of volunteers who will enable patients to return home confidently following a period of time in hospital. The project worker will also engage local stakeholders to support the delivery of the service.

The service aims to support local residents in North Tyneside to settle in back at home after a stay at hospital. The service will provide emotional and practical support to patients over the age of 65 years who are leaving hospital and returning home.

### Main Duties:

#### Volunteer Recruitment and Support

1. To recruit, vet and induct a team of Settle at Home volunteers, including creating and advertising volunteer role descriptions, meeting with potential volunteers, and carrying out and monitoring relevant background checks.
2. To support Settle at Home volunteers to complete a comprehensive onboarding process including safeguarding training so they feel confident in carrying out their duties independently.
3. To provide ongoing support and supervision to Settle at Home volunteers to support them with their own mental health or wellbeing.
4. To regularly celebrate and recognise the contribution of Settle at Home volunteers.
5. Support those volunteering to be able to signpost beneficiaries where appropriate for additional support.



6. To ensure that volunteering activities focus on enabling local residents to be more independent rather than building a culture of dependency.
7. To ensure that volunteering activities focus on supporting local residents to feel more connected to their local communities.
8. Maintain appropriate records of volunteers in line with GDPR procedures.

### **Programme Design and Delivery**

1. To work with stakeholders and project partners to co-design the Settle at Home offer, in order that it meets the needs of potential beneficiaries and does not duplicate existing services.
2. Work with Northumbria NHS Foundation Trusts to receive referrals to support patients over the age of 65 years who are discharged from hospital back to their home in North Tyneside.
3. Ensure appropriate risk assessments, lone working procedures and safeguarding measures are in place.

### **Accessibility**

1. To co-ordinate a responsive and adaptable project that meets the changing needs of volunteers and beneficiaries.
2. To identify and, where possible, overcome barriers to the engagement of volunteers and beneficiaries.
3. To assess the suitability of potential volunteers and successfully match individuals to required tasks based on skills, interests and availability.

### **Partnership Working**

1. To work in close partnership with other members of the VODA staff team, Northumbria NHS Foundation Trust, other VCSE organisations and other key stakeholders.
2. Support Northumbria NHS Foundation Trust staff to understand the understand and support them to identify the most relevant referrals.
3. To support Settle at Home volunteers to develop positive relationships with relevant professionals to enable effective signposting and advice.



### **Monitoring and Evaluation**

1. To monitor and evaluate the impact of this work in line with the requirements set out by our commissioner for this project.
2. To provide regular updates on this work through relevant reporting processes and meetings in order to share learning and explore further partnership working opportunities.
3. Attend training and development opportunities as appropriate.

### **Marketing and Communications**

1. Ensure the project is widely marketed and marketing materials, leaflet, website content and social media is up to date and accessible in order to help patients understand the service and to recruit volunteers.

## **Person Specification**

### **Knowledge and Experience**

#### **Essential**

- Experience of recruiting and matching volunteers
- Experience of supporting volunteer activity
- Experience of working successfully with a range of partners
- Experience of developing services that are accessible and equitable
- Experience of inclusive engagement methods
- Experience of project delivery, meeting project targets, prioritising workloads and meeting deadlines

#### **Desirable**

- Experience of co-designing services with others.
- Understanding of issues impacting on the health of older people in North Tyneside.
- Experience of monitoring and evaluation.

### **Skills**

#### **Essential**



- Excellent communication skills.
- Good organisational skills.
- Ability to work with other organisations.
- Good computer literacy.
- Ability to listen to and communicate effectively with others
- Ability to supervise the work of others
- Ability to facilitate group activity

### **Desirable**

- Ability to identify and resolve conflict constructively
- Ability to write reports and produce other management information

### **Attitude**

The successful candidate will have:

- A commitment to the principles and practice of equality and diversity.
- A commitment to the work of voluntary and community organisations.
- A commitment to supporting volunteers to bring about positive change in their communities.
- A commitment to co-production.
- A commitment to the principles and practice of equality and diversity.
- A commitment to the work of voluntary and community organisations.