

<b>TITLE:</b>	Community Services Co-ordinator (Grampian)
<b>HOURS:</b>	28 hours per week (Flexible working and TOIL policies apply, as some evening & weekend work is involved)
<b>SALARY:</b>	£19,233.76 pro rata (£22,886.81 FTE)
<b>BASED:</b>	Clan House Aberdeen, with at least 2 days per week in Mintlaw
<b>REPORTING TO:</b>	Area Services Co-ordinator (Grampian)
<b>RESPONSIBLE FOR:</b>	Zero hour contractors (therapists) and volunteers

### CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

**Honesty:** We are honest, reliable, transparent and treat others with fairness.

**Excellence:** We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

**Accountability:** We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

**Respect:** We value diversity of people and thought. We behave in ways that earn trust and support each other.

**Teamwork:** Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

### JOB PURPOSE:

Clan currently provides services across the Grampian region with the main centres based within MACBI Community Centre in Mintlaw and Clan House, Westburn Road Aberdeen. The services provided are free for anyone affected by cancer and comprise of a range of core complementary therapies, counselling services, a drop-in service and support groups.

The role of the Grampian Community Services Co-ordinator is to ensure the daily provision of appropriate and responsive Wellbeing Services to the people of Grampian, including the support of the Area Services Co-ordinator with the management and coordination of a small team of complementary therapists and support volunteers across different outreach sites, leading on all administration duties related to this. The post holder will be required to work alongside the wider team to take an innovative approach to service delivery, but ultimately ensure they work with volunteers to deliver the listening & support service at our core centres and outreach bases across the Grampian area. On of this role's primary focus is on the extensive administrative function to ensure Grampian services deliver excellent and professional support services to those impacted by cancer, bringing support to their local communities and enhancing accessibility of services. Travel across the Grampian region is an essential part of this role to ensure the delivery of services and support of community fundraisers and supporters.

**KEY RESPONSIBILITIES & DUTIES:**

**Administration:**

To lead on all administrative functions relating to direct client work which includes but is not limited to:

- Inputting daily client notes into Charity Log system, maintaining accurate records of client interfaces.
- Daily email and phone communication with clients, colleagues, volunteers, community supporters and general public.
- Inputting of client reviews and evaluation forms.
- Scheduling of client Listening & Support appointments and therapy appointments.
- Volunteer rota cover for Mintlaw and Clan House and any outreaches.
- Collating North Aberdeenshire Transport Service mileage ensuring an accurate recording system which can be accessed by other key departments across Clan.
- Finances – administration and safe dealing of monetary donations, logging and banking.
- Supporting the Area Services Coordinator with ensuring all Health & Safety records and checks are kept updated according to guidance set out by the Facilities Team where required.

**Service Delivery**

- To ensure the smooth daily delivery of Clan Services to anyone affected by cancer, through the provision of listening and support service (face to face, telephone or digitally), counselling, complementary therapies and groups/classes in line with the services strategy.
- To ensure the client pathway is implemented for any new and existing clients to determine which services will best meet their needs.
- To deliver direct emotional support (Listening & Support) to clients impacted by cancer on a planned appointment basis or in response to a drop in.
- Be the joint local point of contact for Grampian support volunteers alongside the Area Services Co-ordinator, to enable service delivery and retain a team of Clan volunteers in line with Clan's Volunteer Strategy for consistency across all wellbeing bases.
- Deliver services in line with all Clan policies and procedures.
- To participate in regular Clan wide meetings and to contribute to local service planning.
- To participate in regular Clan wide systems of communication, including meetings, working groups, Clan planning days, where possible and as agreed with the Cancer Support Services Area Manager for Grampian.
- Provide a supportive environment for support volunteers by briefing them prior to any client appointments and debrief them afterwards, ensuring the relevant client contact forms are completed and inputted into Clans' client database in a timely way.
- Attend community awareness raising and/or fundraising events to help bolster Clan's positive reputation across Grampian.
- Be prepared to be part of a wider team rota for late night opening of centers for enhanced accessibility of services for clients.

**Fundraising**

- Work in partnership with the Income Generation Team to raise funds and inform funding applications to support the provision of wellbeing services.

**General**

- To attend relevant training and refresher courses where relevant to the role.
- Promote and embed Clan values, strategic direction and policies within local centre and outreach services.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with Clan's business continuity.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Educated to Higher Grade Secondary School. Full clean driving licence and access to vehicle.	Health Care qualification. Supervisory skills.
<b>Experience</b>	Experience in coordination/service delivery including rotas. Experience in dealing with potentially difficult conversations with volunteers, zero hour contractors, colleagues or members of the public. Developing staff or volunteer rotas.	Understanding of the role of voluntary and charity sectors. Understanding of Health and Social Care Sector. Experience of working with loss and bereavement. Awareness of Adult Support and Protection Policy and Child Protection Policy and awareness of responsibility for reporting concerns. Experience in giving talks and presentations.
<b>Special aptitudes or abilities</b>	Highly competent IT skills and knowledge of packages such as Word, Excel, Powerpoint, Sharepoint, Microsoft Teams and Outlook. Ability to use databases and case recording tools. Highly motivated and a multidisciplinary team player able to work with the Services team, volunteers, therapists and wider Clan team. Understand the impact that serious illness has on daily life and be empathic and sensitive with all Clan clients. Ability to work on own initiative to deliver on competing priorities. Be a confident communicator – written and verbal. Ability to be creative/being involved in wider partnerships. Be an excellent team player to adhere to and deliver the Clan vision for Moray in line with Clan policies, procedures and strategy. Must be able to demonstrate Empathy. Understand the need for professional boundaries in such a client facing role.	

<b>Requirements of the post</b>	<p>Maintaining strict confidentiality for all using Clan services and delivering care, support and services.</p> <p>Successful completion of Clan's 2 day Support and Listening training course.</p> <p>Fully flexible. Working outwith normal working hours may be required – at weekends and evenings with at times the need to flex normal working days with notice.</p> <p>PVG required.</p> <p>Attendance and participation at Clan Gatherings and Service Development Days.</p> <p>Excellent time keeping and reliability.</p> <p>Must have a full driving licence and access to a vehicle in order to fulfil the travel requirements of the role across the Grampian region.</p>	
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<b>Line Manager</b>	<b>Employee</b>
Name:	Name:
Signature:	Signature:
Date:	Date: