



Job Description **Deputy Coordinator**

Date 25th November 2011

Closing date for applications 12th December 2011

Reporting to Coordinator

Location South Shropshire - Ludlow, Craven Arms & Cleobury Mortimer

“Encouraging people who experience mental health distress to live happier, healthier and more fulfilled lives”

Background

Healthy Friendships grew out of a five year Healthy Living Centre project funded initially by the New Opportunities Fund and which was managed by a partnership of the following bodies: Powys Mental Health Alliance, Powys Local Health Board, Powys Social Care Services and the National Public Health Services.

The original Volunteers recruited for the project wanted to continue our activities after the end of project. They therefore formed an association which quickly became a registered charity and sought new funding from the Big Lottery Fund and other funding providers

On 6 October 2005 Radnorshire Healthy Friendships was born. We had twenty Members, a few hundred pounds in the bank and no funding at all. We were fearful for our continued existence and desperate to seek partner organisations. The future looked bleak indeed!

Today could not be more different, we now have ten members of staff throughout Montgomeryshire, Radnorshire and North Brecknock. Our successful Lottery Bid of £249,523 to cover South Shropshire for the next four years enables us to employ four more staff in Ludlow, Craven Arms and Cleobury Mortimer.

With a rapidly growing Membership of over 260 participants and over 60 volunteers Healthy Friendships is going from strength to strength.

We have achieved this by demonstrating to a wide range of funding providers that we have the right approach when it comes to delivering services. We deliver what is what is needed, we do it cost effectively and we provide our services to the highest standard

The ethos of Healthy Friendships it to support our Members with Volunteers and Staff, listen and take heed of what our Members want and need, limit our carbon foot print, keep costs low, standards high and constantly seek out new ways to improve what we do. This is not rocket science - it is simple common sense

- **What is Befriending?**

Befriending is a professional relationship between a Volunteer and a recipient; initiated, supported and monitored by us.

- **The Befriending relationship aims to be:**

None stigmatising to those enduring mental distress. Empowering to the individual to explore ways or broadening their social network.

Purpose of the Job

- **Applicants must have at least 2 years experience of managing a staff team.**
- **Applicants must have experience of setting up third sector services from scratch.**
- **To ensure the effective and efficient delivery of Healthy Friendships services to our members in South Shropshire.**
- **To promote a positive image of Healthy Friendships to the wide community.**

Main Duties and Responsibilities

Staff

1. To motivate, support, train and lead a staff team.
2. To ensure that staff complete all relevant paperwork.
3. To ensure that staff supervise volunteers and support Befrienders.
4. To provide training and supervision opportunities for staff to develop new skills.
5. To provide regular clinical supervision.
6. To allocate duties and tasks to staff.
7. To arrange and participate in promotion events.
8. To liaise with other organisations such as Community Mental Health Teams, Age UK, MIND etc.

Volunteers/Members

1. To recruit Volunteers.
2. To recruit Members.
3. To arrange and to facilitate training for Volunteers and Members
4. To supervise and support Members and Volunteers.
5. To allocate tasks/befriending duties to Volunteers.
6. To ensure that Volunteers have a current CRB disclosure.
7. To ensure that Volunteers attend regular training updates.
8. To provide clinical advice as and when required.

Operations

1. To check all Member and Volunteer applications ensuring they are appropriate to Healthy Friendships.
2. To check all Volunteers have a current CRB.
3. To recruit a steering group in South Shropshire.
4. To arrange and attend regular meetings with the south Shropshire Steering Group.
5. Keep a record of staff and volunteers outputs.
6. Identify and implement opportunities to improve the services to the Members.
7. Negotiate with the Coordinator, Staff, Volunteers and Members, outside contractors and training providers.
8. Seek out and implement methods of saving money and increasing efficiency; purchase consumables.
9. Ensure a satisfactory working environment for Staff, Members, Volunteers, Befriender's and self.
10. Contribute to the Annual Report.
11. Provide promptly and correctly all necessary returns to the Coordinator.
12. Ensure that operations comply with organisational policy.

13. Liaise with outside organisations/people by telephone, in person and through the written/electronic word.
14. Facilitate regular staff meetings / team building events.
15. Keep abreast of current training and development opportunities.
16. Keep accurate and up to date records of Members and Volunteers.
17. Ensure that the database of Members and Volunteers is kept up to date by providing the Coordinator with copies of application forms and risk assessments.
18. Continued employment is dependent upon you being able to drive and having access to a suitably taxed, insured and roadworthy vehicle.
19. To abide by all lone working policy and procedures.
20. To comply with all operational policies and procedures.

Finance.

1. To ensure that all finances are kept within budget.
2. Ensure resources and monies are kept safe, consumed efficiently and are used in accordance with policy.
3. Monitor expenditure and ensure payments are made promptly and correctly.
4. Keep accurate petty cash records and other accounts if required.
5. To be involved in fund raising activities and devise innovative fund raising ideas for raising funds.

People.

1. To provide regular clinical supervision to staff.
2. Ensure effective team working.
3. Set goals and objectives for Staff, Volunteers, Befriender's and self.
4. Always ensure good working relationships with Staff, Members, Members of the Executive Committee, Volunteers and Befriender's.
5. Ensure disciplinary and grievance procedures are adhered to.
6. Dedicated to Protection of Vulnerable Adults policies and procedures.
7. To prepare and present written monthly reports for the executive committee.

Information.

1. Ensure that confidentiality is adhered to as set out in policies and procedures.
2. Ensure that the Coordinator has the necessary information to make informed decisions
3. Collect and store information as directed by the Coordinator.
4. Ensure all Members are kept informed of activities, developments in policy, procedures and all matters relating to them.
5. Regularly question Members as to their requirements.
6. To keep a check as to the needs and requirements of Members, Volunteers and staff.

**Healthy Friendships
South Shropshire**

**Person Specification
Deputy Coordinator**

Skill / Experience needed for the post	Essential	Desirable	Comments / How assessed
Experience of working with or lived experience of Mental Health Distress	YES		Application form and interview
Two years experience of managing a staff team.	YES		Application form and interview
Knowledge of local Mental Health Resources	YES		Application form and interview
Knowledge of Protection of Vulnerable Adults Legislation	YES		Application form and interview
Experience of providing professional written and verbal reports.	YES		Interview
Good communication skills, written, electronic and verbal and including delivery of presentations	YES		Application form and interview
Experience of leading and motivating groups of people	YES		Application form and interview
Experience of delivering training	YES		Application form and interview
Willing to undertake a CRB check	YES		Failure to undergo a CRB check or an unsatisfactory CRB check will exclude you from this post
Experience of the problems faced when developing and providing befriending services.		YES	Application form and interview
Commitment to Equal Opportunities	YES		Application form and interview
Commitment to personal development and further training.	YES		Application form and interview
Knowledge of Mental Health conditions	YES		Application form and interview
Experience of managing budgets		YES	Application form and interview
Ability to show empathy and understand the difficulties faced by members and volunteers.	YES		Application form and interview
Experience of marketing		YES	Application form and interview
Working knowledge of computer systems such as Microsoft Office, using the internet and email	YES		

Willing to work unsocial hours, some evenings and weekends.	YES		Interview
Car owner/driver with relevant insurance cover (business use).	YES		Interview
Willingness to have a personal photograph published in publicity materials.	YES		Interview