

Service Coordinator – Volunteer Visitor Programme

13 October 2020

Welcome from the CEO

I am delighted that you are interested in working for the Limbless Association. This is a fantastic opportunity for the right person to make a positive impact on our members and service users.

The Limbless Association (LA) exists to help all amputees across the UK with practical and emotional support, both pre- and post-amputation. The charity's vision is of a world where amputees of all ages are not disadvantaged by their disability but are able to achieve rehabilitation and independence in hospital, home, education, employment and the community. Our mission is to support and empower all amputees to lead independent and fulfilled lives.

We are a small, supportive team who work closely together, despite being a National Charity and based across the UK.

Due to the pandemic, we are looking at how we deliver all our services virtually for the foreseeable future.

We are excited to announce that we have been successful in winning funding from the National Lottery Community Fund to update and improve our Volunteer Visitor. This user led project builds on the LA's longstanding peer mentoring service that's been operating for over 20 years and key activities will include:

- Developing and delivering the LA's peer support project Volunteer Visitor.
- Developing and delivering a robust peer support service model for amputees.
- Creating a comprehensive training and support programme to the LA's Volunteer Visitors.
- Increasing and expanding our Volunteer Visitor network.
- Increasing awareness of the programme, particularly among sector medical and rehabilitation stakeholders.
- Developing the reach of the service on a national scale to enable the LA to support more amputees to navigate the day to day challenges of limb loss.
- Providing connectivity and peer- learning opportunities.
- To provide skills building and connectivity for amputees who become Volunteer Visitors as a means to transition in their own onward rehabilitation.
- Embedding a comprehensive evaluation process from the outset.

If you are passionate about working for an organisation that provides support to people who need it most and you thrive on your work making a direct difference then I really look forward to hearing from you.

Deborah Bent

CEO

13 October 2020

ABOUT THE LIMBLESS ASSOCIATION

The Limbless Association is a long-standing charity based in Chelmsford, Essex, which through its stakeholder networks extends its reach as an organisation operating and connecting nationally. The LA aims to support amputees, whatever their non-medical needs, from the point of consultation and preoperative assessment through to post-operative recovery and rehabilitation. Our core services include a dedicated support line, direct access to welfare rights and legal advice, peer to peer support through our membership, fitness advice and links to local services.

The LA's two key projects are the Support and Connect Hub outreach programme and Volunteer Visitors (peer mentors). The loss of a limb or limbs, through accident or illness is a devastating and life changing experience that affects the individual and their families. Consequently, issues can be multiple, complex and severe. Here at the LA we champion lives without barriers and believe that all amputees should have unparalleled support to lead independent and fulfilled lives.

Our key message is that *No Amputee Need Cope Alone*.

Here are some of the services we provide and consider them imperative as an early intervention. These services focus on four core strands of work; Informing, Advising, Supporting and Connecting.

Information and signposting for people living with limb loss and their families.

This is delivered through our dedicated helpdesk and outreach including our activities. Our help desks enable amputees to receive information and advice about a variety of subjects including (but not limited to) welfare rights, the rehabilitation pathway, housing, mobility as well as the practical and emotional challenges of how to cope with life beyond limb loss.

Volunteer Visitor Programme

The programme provides recent amputees and those pre-amputation the opportunity to chat and be supported by another, more experienced amputee. Our peer to peer mentoring support programme ensures that recent amputees can receive practical advice and information relating to limb loss from someone with lived experience who can understand the difficulties they are facing.

Support and Connect Hubs

Our Hubs meet monthly and provide amputees with the opportunity to meet with other amputees, to share their experiences and access a therapeutic activity such as accessible yoga. It provides a group peer support setting for those who are ready to move beyond peer mentoring – one to one support.

JOB DESCRIPTION

Salary:	Circa £25k per annum pro rata depending on experience.
Hours:	28 hours a week
Days:	Days to be agreed (Requirement for flexibility to work weekends and out of hours, for which there will be no payment, however, a time off in lieu policy is in operation).
Type of contract:	Fixed term contract until 31 March 2023
Reporting to:	Project Manager
Holiday entitlement:	25 days leave plus 8 bank holidays pro-rata.
Place of work:	Homeworking with some travel within the UK according to the needs of the role, including to Chelmsford as the main meeting location for the LA team.

OVERALL PURPOSE

The Service Coordinator will be responsible for the recruitment, induction, training, management and support of volunteers.

MAIN DUTIES

- To support the Project Manager in all areas of the Volunteer Visitor project development and delivery
- To support the PM on establishing and growing a robust peer to peer service model
- Ensure that all areas of service operations and delivery are compliant in respect of policy and procedures as required
- Lead on recruiting and managing new volunteers in line with good practice and employment legislation
- To develop, implement and deliver an induction programme for all new volunteers to the Volunteer Visitor project
- To support the development and delivery of a training programme for new and existing volunteers
- To lead on providing a brokerage matching service between volunteers and service users
- To promote the volunteering programme using a range of methods including presentations, forums, social media and online events
- To provide a contact point for service users and clinical referrals
- To manage and provide supervision to the volunteers
- To develop and promote good practice in volunteering across the organisation supporting accreditation opportunities where possible.
- To develop positive professional relationships with all the volunteers and respective stakeholders

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- To develop and update the database of volunteers ensuring it is GDPR compliant
- To line manage the Services Support Officer.
- Such other duties at a comparable level of responsibility as determined by the CEO.

General

In addition to the specific duties and responsibilities outlined in this job description, Limbless Association employees should be aware of their specific responsibilities towards the following:

- Follow all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- Limbless Association is committed to encouraging volunteering throughout the organisation and as such the postholder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Limbless Association.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

The LA is a small national charity with significant aspirations and plans to grow. We currently operate as a small team whereby any team member who shares our vision will be offered the support and scope to develop within their role and be encouraged to grow with the charity to take advantage of further opportunities as they arise.

Person Specification

Job Title: Service Coordinator

Criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> - Minimum of two years of working in the Voluntary Sector - Experience of motivating, supervising and supporting staff or volunteers - Experience of recruiting, interviewing, inducting and managing and supporting volunteers - Experience of delivering against budgets, targets and deadlines - Experience of writing training materials and running successful training courses - Experience of writing press releases, reports and promotional material - Experience of engaging with a wide variety of stakeholders - Experience of co-ordinating the work of volunteers 	<ul style="list-style-type: none"> - Experience of delivering and managing a service in a healthcare setting and operating in a user led environment. - Client support experience in a healthcare setting - Experience of monitoring and evaluation processes - Experience of amputees and related issues 	Application Interview References
Qualifications & training	<ul style="list-style-type: none"> - Educated to GCSE standard or equivalent with a good pass in English and Maths. 		Application/ Certificate of qualification Test (as applicable)
Skills & abilities	<ul style="list-style-type: none"> - Excellent communications and presentation skills - Ability to build and motivate a remote team - Excellent written and spoken English - Good organisational and time management skills with a systematic approach - Excellent facilitation, influencing and negotiation skills 	<ul style="list-style-type: none"> - Excellent interpersonal and networking skills - Able to think creatively and develop new approaches - Understanding of health and social care related issues 	Application Interview Presentation References

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Commented [DB4]: Add: Experience of monitoring and evaluation processes

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	<ul style="list-style-type: none"> - Able to build and maintain productive and professional positive working relationships with all stakeholder groups - Able to prioritise, plan and organise own workload - Able to work to targets, plans and budgets - Excellent IT skills, in particular: Microsoft word, excel and outlook 	<ul style="list-style-type: none"> - Able to work to targets, plans and budgets 	
Knowledge	<ul style="list-style-type: none"> - A good understanding of relevant legislation for volunteering including equality, health and safety, GDPR and safeguarding - A good understanding of the issues facing volunteers and what makes a positive volunteering experience - Relevant and up-to-date knowledge in best practice in volunteering - Recent knowledge of evaluation and monitoring - In depth knowledge of marketing, - Awareness of how to motivate and support volunteers, supporters etc - Knowledge and understanding of the limb loss sector and the challenges of being an amputee 		Application/ Interview/ Presentation
Personal Qualities	<ul style="list-style-type: none"> - Commitment to self-development and willingness to undertake training (CPD) - Self-motivated - Creative and resourceful - Strategic thinker - Enthusiastic - Team player - Tenacious - Adaptable and flexible - Comfortable with change - Calm and unflappable 		Interview References

	<ul style="list-style-type: none"> - Sensitive and empathetic - Diplomatic and professional - Ability to relate positively to people of different cultures, backgrounds and experiences 		
Other requirements	<ul style="list-style-type: none"> - Access to transport and able to travel extensively across the UK as required - Satisfactory enhanced DBS check required - Adaptable and flexible - Willing to work unsocial hours if necessary (TOIL policy) - As we are a national charity, the postholder will be required to attend events and meetings across the UK where overnight stays will occasionally be required. 		Application References

Recruitment timetable

Activity	Date
Closing date for applications	6 November 2020
Final interviews	w/c 16 November 2020
Start date	To be negotiated, but ideally ASAP

How to apply

Should you have any queries or wish to have an informal discussion about this role, please contact deborah@limbless-association.org quoting Service Coordinator

If you believe you have all the essential criteria required and wish to apply for this role, please complete our **application form** which should clearly explain how your experience and skills fulfil the essential requirements of the person specification. Please address all the essential criteria identified in the person specification in your application.



You should give the names, positions, organisations and contact details of at least two referees, one of whom should be your current/most recent employer. Referees will not be contacted without your prior approval.

Applications should be returned by email to hr@limbless-association.org (quoting "Service Coordinator application" in the subject heading).