**Job description and person specification**

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

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| Job title | Service Co-ordinator – CWTCH Cymru | Location | 1 x (Merthyr Tydfil, RCT, Bridgend, Cardiff and the Vale)  1 x (Caerphilly, Blaenau Gwent, Monmouth, Torfaen, Newport)  1 x (Anglesey, Gwynedd, Conwy) |
| **Contract type** | *Part time - 21 hours per week* | **Contract length** | *Permanent* |
| **Date** | March 2020 |  |  |

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| Context |
| We are Versus Arthritis. We are volunteers, healthcare professionals, researchers and friends, all doing everything we can to push back against arthritis. We’re reaching out to everybody with the information and support they need, funding vital research and changing the way society sees arthritis. Together we’ll keep running, researching, inﬂuencing, volunteering, advising, chatting, baking, listening. We won’t stop until no-one has to tolerate living with the pain, fatigue and isolation of arthritis.  In Wales we are the leading influencer for change, both locally and nationally, raising awareness of the issues and impact of arthritis. In parallel we offer a range of support services delivered through mixed teams of staff and volunteers. Our local focus is on delivering self-management, information, peer support and activity services to enable people with arthritis of all ages to take greater control of their condition and make informed choices on ways to live well with arthritis.  Our adult services team is an established and supportive team, passionate about providing high quality services to people with arthritis. You will play a pivotal role in working with volunteers to plan, co-ordinate and deliver our CWTCH Cymru Living Well with Arthritis services in [1 x (Merthyr Tydfil, RCT, Bridgend, Cardiff and the Vale) 1 x (Caerphilly, Blaenau Gwent, Monmouth, Torfaen, Newport) 1 x (Anglesey, Gwynedd, Conwy)].  Due to the nature of our services, work outside of office hours is necessary requiring a flexible approach to the working week. The role involves frequent travel across [1 x (Merthyr Tydfil, RCT, Bridgend, Cardiff and the Vale) 1 x (Caerphilly, Blaenau Gwent, Monmouth, Torfaen, Newport)  1 x (Anglesey, Gwynedd, Conwy)]. |

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| Main purpose of the role |
| As part of our service delivery team you will help provide and shape services for people living with arthritis whilst working alongside our committed, highly respected and motivated local branches, group peer networks and peer support volunteers to maintain and grow our community-based services.  This role will focus on our Welsh Government funded CWTCH Cymru service, delivering peer support led, face-to-face services for people living with arthritis in the community.   You will be responsible for the day-to-day planning of services including booking, promotion, delivery, volunteer recruitment, volunteer training and management.  You’ll be home-based and therefore travel is involved. At times, there may also be additional travel for team meetings, training and to cover for other Service Coordinators in other areas. |

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| Management and key relationships | |
| **Roles managed** | Local Volunteers |
| **Reports to** | Senior Regional Co-ordinator |
| **Key Relationships** | * Local peer support networks. * Local volunteers. * Service participants. * Nation team. * Relevant colleagues across the UK. * Service partners, e.g. third sector partners, healthcare professionals, hospitals, community groups. * Local community, voluntary and statutory contacts. |

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| Main Responsibilities and Duties | |
| **1** | To plan, co-ordinate and deliver all aspects of the CWTCH Cymru Living Well with Arthritis services within a designated area in order to meet or exceed targets. |
| **2** | To develop, maintain and grow our LWwA services, including embedding these services into the local area via relationships with the local community, voluntary and statutory sector |
| **3** | Contribute to clear and comprehensive service monitoring and delivery reports. |
| **4** | Develop and maintain excellent partnerships with local organisations in statutory, voluntary and private health and social care sector. |
| **5** | Assist local networks to promote and deliver services. |
| **6** | To maintain and develop positive relationships with our branches and groups network and to help grow this network. |
| **7** | To recruit, train, supervise and support volunteers who help us deliver our services. |
| **8** | Undertake any other duties reasonably requested in order to support service continuity and ensure adequate cover is provided. |

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| Criminal Record Check | |
| **Requirement** | This role DOES require an enhanced Criminal Record check |

## Person specification

Knowledge, skills and experience: key requirements

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| Requirement | | Evaluation Stage |
| **1** | Experience of recruiting, training, supervising and supporting volunteers. | Application |
| **2** | Experience of delivering services, including performance monitoring and reporting. | Application/ Interview |
| **3** | Experience of safeguarding and working within set policies and procedures. | Application/ Interview |
| **4** | Demonstrable understanding of the social model of disability. | Interview |
| **5** | Strong organisational skills and the ability to prioritise work effectively. | Application/ Interview |
| **6** | Ability to motivate and engage people. | Interview |
| **7** | Excellent written and verbal communication skills. | Application |
| **8** | Evidence of good administrative and IT skills. | Application |
| **9** | An understanding of self-management concepts to aid living with a long-term condition. | Application/ Interview |
| **10** | An understanding of peer support. | Application/ Interview |

## Desirable requirements

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| Requirement | | Evaluation Stage |
| **1** | Ability to communicate through the medium of Welsh or an understanding of the needs of Welsh language users. | Application |
| **2** | Understanding of the challenges associated with home working. | Interview |
| **4** | Awareness of the health and social care landscape in the local area. | Interview |

**Values and behaviours**

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and Trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

* We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people’s **health and wellbeing**.
* We value **learning** to increase our impact for people affected by arthritis.
* We value being **accountable** for our actions and have **high expectations** of each other.
* We value **persevering** with challenges when we know **it’s the right thing to do.**