**JOB DESCRIPTION - Community Health Hub Volunteer Co-ordinator, Brooksbank Community Centre**

**Job Title: Community Health Hub Volunteer Co-ordinator**

**Salary £21,330 pro rata based on 35 hours FTE. Actual pay for 6 months is £5,332.50.**

**Pension available**

**Hours: 17.5 hours a week on weekdays between 09.00-17.00.**

**Fixed-term contract: 6 months initially**

**Department: TEC Communications Development**

**Post Responsible to: TEC Communications Development Officers**

**Location variable, with some home working (see below)**

**MAIN WORKING CONTACTS**

Members of the DVVA Volunteering and Organisational Development Team

Staff at the Brooksbank Centre

Community Health Hub Volunteers

Members of the public

**PURPOSE OF THE POST**

After setting up the provision of Near Me in the Community Health Hub at Brooksbank Centre, the Volunteer Co-ordinator will be responsible for co-ordinating and developing volunteers who will be helping members of the public use the Near Me Service initially from the Centre, and other community locations as the project expands. In this role you will recruit, select and induct new volunteers, providing support throughout their volunteer journey with us. This is an essential front-facing role and will involve a degree of pastoral care for members of the public using this service.

**KEY DUTIES**

* Provide an essential front-facing role in the provision of Near Me appointments at Brooksbank Community Centre or the Scotty Centre, Dundee.
* Equip a private space in the Brooksbank Centre to be used for Near Me consultations.
* Ensure that Brooksbank Centre’s rules on hygiene, infection control and security are followed; liaise with Brooksbank staff as required.
* Maintain and show an exhibition of home health monitoring devices.
* Working with relevant DVVA staff, recruit, train and support volunteers to assist members of the public to use Near Me.
* Assist members of the public to use Near Me.
* Gather data through simple surveys and conversations to assist in the monitoring and evaluation of the project.
* Proactively assist in the development of other sites for the same purpose.
* Proactively contribute to the longevity of the project in terms of funding and volunteer recruitment.
* Promote and publicise the service in the Brooksbank Centre area and in other community locations.
* Work with colleagues and engage with communities to encourage the use technology enabled care and healthcare.
* Report to DVVA’s TEC Communications Officers who will provide support.
* Adhere to and raise the importance of equality, diversity and inclusion with the volunteers and maintain up-to-date self-knowledge of them.

**GENERAL DUTIES**

* Demonstrate commitment to the work of DVVA and promote team working
* Work in accordance with the organisation’s policies and procedures
* Demonstrate commitment to the work of the Third Sector Interface and promote partnership working
* Identify any areas of risk and advise on improvements
* Contribute to quality assurance, which will ensure compliance with existing quality systems such as EFQM and the Good Governance Award
* Undertake personal and professional development as required by the role.

**OTHER DUTIES**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

**CONDITIONS OF SERVICE**

These are set out in the organisation’s staff handbook.

* All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
* The organisation has an equal opportunities policy and seeks to be an equal opportunities employer.

**SALARY:** **Salary £21,330 pro rata based on 35 hours FTE. Actual pay for 6 months is £5,332.50.**

**SAFEGUARDING:** The postholder will come in contact with vulnerable people and will therefore require full PVG disclosure.

**HOURS OF WORK:** 17.5 hours per week, pattern of work to be agreed at appointment.

**ANNUAL LEAVE:** 21 days per annum on appointment increasing each year by 1 day to a maximum of 25 days, plus 6 public holidays, plus 5 days Christmas closedown (pro rata for part-time).

**TRAINING**: On starting work there will be training in the use of Near Me as a patient on Chromebooks, tablets, computers, smartphones and laptop/desktop computers. The Volunteer Co-ordinator will also learn how to use a blood pressure monitor, pulse oximeter, Bluetooth scales and an AliveCor ECG device. DVVA encourages staff to develop their knowledge and skills and welcomes requests for relevant training.

**LOCATION:** Brooksbank Centre, Pitairlie Road, Dundee; DVVA HQ at 10 Constitution Road, Dundee; other community locations as required; and working from home (DVVA will supply a laptop computer).

Job descriptions are reviewed from time to time.

Dundee Volunteer and Voluntary Action seeks to be an equal opportunities employer and we welcome applications from members of the BAME community. We are committed to equality for all.

**PERSON SPECIFICATION**

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| **Attribute** | **Essential** | **Desirable** |
| Professional/Educational qualifications | Equivalent professional or volunteer experience.  Any qualification demonstrating the ability to communicate clearly.  Good IT skills and a strong knowledge of Office 365. | Any qualification in care, healthcare, training or communications.  HNC Social Services  CLD Qualification  Volunteer Management or equivalent experience. |
| Knowledge | Good understanding of the role of GPs, outpatient clinics and hospitals.  Knowledge of health and social care priorities, education and voluntary sector.  Broad understanding of the Internet and social media.  Knowledge of up-to-date Equality, Diversity and Inclusion legislation. | Experience of disability or working with disabled people. |
| Experience | Volunteering or organising and supporting volunteers.  Showing people how to do something new.  Community engagement and working in collaboration with individuals, community groups and organisations. | Project management and securing longer-term funding |
| Skills | Social media and internet skills, ability to use smartphone and Office365 effectively.  Strong interpersonal skills and ability to engage with a diverse range of people. | Good one-to-one presentation skills as the successful candidate will be demonstrating usage of tablets and Chromebooks and software, i.e. Near Me. |
| Abilities | Effective organiser, clear communicator, good trainer. Confident with volunteers and the public.  Ability to build and maintain relationships with individuals and agencies. | Ability to speak and understand more than one language. |
| Personal Qualities | Confidentiality, honesty, patience, kindness, tolerance, empathy, courtesy. |  |