

Post Profile



Tandem Co-ordinator

About the job & About us

The Tandem Co-ordinator leads on the day to day management of activities relating to ensuring successful Tandem befriending partnerships. This is a pivotal post within Tandem, and the post-holder must be willing and able to travel locally as required.

Governance of Tandem is via the Board of Trustees, who meet on a monthly basis. Tandem Trustees support the Tandem Co-ordinator to manage the day-to day running of the partnerships.

Tandem provides one-to-one support and befriending support outside of the home to people in the immediate Oxford area who have been through a period of mental ill-health and are looking to rebuild their lives. We do this through the 'befriending partnership'; two people: a volunteer, who is a befriender, and a befriender who is an individual using the service.

Tandem volunteer befrienders gently support their befriendeds in building self-confidence and independence through shared activities in the community. Meeting once a week, both people choose social and leisure activities they would like to do together. Examples of activities include going for a coffee, visiting galleries and museums, going swimming, or for walks, going to a gig or a concert.

This is a home-based position.

Person Specification

E – 'Essential'

D – 'Desirable'

About you – this section details the personal attributes we require for this role.

Values

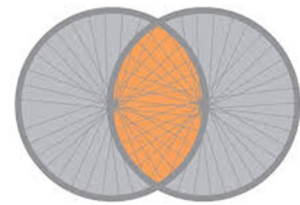
- Commitment to equal opportunities and user involvement
- Adaptable and patient
- Commitment to supporting the aims of Tandem
- Willingness and ability to travel locally as required
- Conscientious approach to dealing with and managing sensitive and confidential information
- Ability to comply with legislation and organisational policies and procedures
- Supports and manages others in maintaining a healthy, safe and pleasant environment



<ul style="list-style-type: none"> Act as an Ambassador for the organisation
<h3>Experience and Knowledge</h3> <ul style="list-style-type: none"> Interest in, and awareness of issues relating to mental health Experience of recruiting volunteers [D] Experience of working with and supporting teams [E] Experience of managing teams [D] Working knowledge of maintaining confidentiality and implementing data protection legislation requirements including information governance Commitment to maintaining knowledge and skills required for the role
<h3>Skills and Abilities</h3> <ul style="list-style-type: none"> Excellent leadership and motivational skills [D] Good verbal and written communication skills Ability to work autonomously in an unstructured setting Excellent organisational skills Ability to design and deliver training to small groups ie inducting new befrienders or introduction sessions for interested individuals Ability to recognise and diffuse challenging or difficult situations

Expected outcomes

<h3>About your role</h3> – this section details the outcomes and deliverables that would be expected from the role	
<h4>Engaging people/key working relationships</h4> <ul style="list-style-type: none"> Publicise opportunities for volunteers through the media, posters, leaflets, giving talks etc. This may include liaising with agencies such as volunteer centres, colleges and religious bodies who may be a source of volunteers. Be the first point of contact for potential Befrienders and Befriendees, external agencies and other individuals Raise awareness of Tandem: This may include giving talks and attending meetings to inform other agencies and voluntary organisations about Tandem. Able to organise and deliver training: contribute to the successful management of bi-annual training days which act as an introduction to those who may be considering becoming a Befriender. This will include 	<h4>General Administration</h4> <ul style="list-style-type: none"> Be responsible for holding the 'Tandem phone' and check daily for messages and voicemails [week days only] Responsible for oversight of the Tandem Enquiries email account and responding appropriately Send out Befriender applications forms [Job spec and role overview] and process applications and referrals. Draw up the monthly Befriender-led Social Group calendar and distribute this via email or post Record attendance numbers for the weekly social group Finance: <ul style="list-style-type: none"> Maintain a virtual petty cash float and record monies in/out Reimburse volunteer expenses as required, liaising with the Tandem Treasurer Retain volunteer expense forms



TANDEM

<p>planning and reviewing the content of the day, arranging for trainers from local, statutory and community resources as appropriate</p> <ul style="list-style-type: none"> ▪ Assess the suitability of training day attendees and other interested parties to become volunteer befrienders ▪ Lead on the recruitment and selection of volunteers: this will include interviews, offers and references ▪ Meet with potential befrienders on a 1-1 basis as required 	<ul style="list-style-type: none"> ○ Provide the Treasurer with all receipts for expenses on a monthly basis ○ Ensure all expenses have receipts where available, and provide a monthly breakdown of the expenditure to the treasurer <ul style="list-style-type: none"> ▪ Maintain a waiting list of befriendees ▪ Maintain paperwork associated with ongoing partnerships, and ensure regular monitoring. ▪ Complete and securely store notes, ensuring information is kept confidential ▪ Ensure the organisation is GDPR compliant.
<p>Reporting</p>	<p>People Management</p>
<ul style="list-style-type: none"> ▪ Attend the Tandem Trustees monthly meeting as invited. ▪ Meet with line manager on a monthly basis to set and review objectives. The line manager will be the first point of call for the Tandem Co-ordinator and will talk through issues or concerns as and when they arise, including outside of the formal monthly 1-1 meetings. ▪ Take part in an annual performance review and maintain a Personal Development Plan as agreed with line manager ▪ Prepare and present written reports to Tandem Trustees on a monthly basis. ▪ Provide updates to referrers if necessary 	<ul style="list-style-type: none"> ▪ Ensure the volunteer befrienders receive support and supervision, either by the co-ordinator or by another appropriate person agreed by the Trustees. ▪ Facilitate and oversee the weekly social group ▪ Match up befrienders with suitable partners referred to the service. ▪ Review new partnerships after 6 weeks and then 6 monthly thereafter ▪ Manage the end of partnerships, including completion of the relevant documents and place the Befriender on the waiting list if appropriate



Benefits information

About the Benefits

This section details the benefits of working with Tandem

What's great about this post?

This post is being offered at a crucial time, not only for Tandem Befriending, but for Mental Health services in general, when it is widely recognised that the voluntary sector plays a pivotal role in supporting individuals and communities.

With funding secured for the next 12 months, we are looking for someone to manage our existing partnerships, support and develop our Befrienders, and to act as a 'fresh pair of eyes' as we look to move Tandem's work forward.

We are a small and friendly charity, and hope that you'll consider joining us.

Terms and conditions

Offers will be made subject to an Enhanced DBS check.

Salary

£13 per hour

Type of contract offered

This is a fixed term post of 12 months, subject to review and assurance of external funding. There will be a 12 week probationary period. We will consider secondments

Hours of work

15 hours per week, working from home. There is no set working pattern and the postholder will require a degree of flexibility.

Leave and bank holidays: the post holder is entitled to all bank holidays, and 6 weeks of annual leave pro-rat'd based on hours.

Pension

Employer contribution of 3%

An application form can be found on www.tandembefriending.org.uk and on our [Facebook](#) page. If you would like to speak with someone about the role, please contact anton.tandembefriending@gmail.com

Applications must be submitted by **Sunday 30 June 2019**.