



## Tandem Co-ordinator Job Description

### Summary

The Co-ordinator manages a range of activities that deliver Tandem's successful befriending partnerships, and runs the weekly Social Group. There is a particular focus on supporting volunteer befrienders and their befriendees who live in Oxford city and are living with mental health problems. The post holder will work with the Trustees who meet on a monthly basis. This is a largely home-based position.

**Hours:** 15hrs a week to be worked flexibly. Some evening and weekend work will be required, with time off in lieu given.

**Salary:** £15 per hour

**Holiday:** 6 weeks of annual leave pro-rata plus 80% bank holidays = 20 days plus 80% of bank holidays (6 days).

**Contract:** 1 year with a view to extending this upon review of performance and subject to availability of funding. There will be a 12-week probationary period.

**Closing date for applications:** 24<sup>th</sup> April 2022

**Interview date:** 28<sup>th</sup> April 2022

**Anticipated start date:** May 2022

### Key responsibilities

#### Managing and developing Tandem's befriending service

##### For befriendees

Publicise and raise awareness of the befriending programme to providers of mental health services.

Manage referrals to Tandem; assess befriendees suitability through interviews, and proactively 'match' them with a befriender that meets their individual needs.

Liaise regularly with befriendees to discuss any issues and offer support.

##### For volunteers

Publicise opportunities for befrienders 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.

Manage the recruitment, application process (including references and DBS checks), training, regular supervision and engagement of volunteers.

Develop and deliver bi-annual training days and quarterly group support sessions for volunteers.

Carry out regular monitoring and reviews of befriending partnerships with befrienders and befriendees, and manage the endings of partnerships.

### **Managing and developing the Tandem Social Group**

Draw up and distribute the monthly Social Group calendar.

Organise, facilitate, and attend weekly Social Group outings.

Maintain records of attendance and keep financial records of expenditure.

### **Reporting**

Attend the Tandem Trustees monthly meeting, providing a Co-ordinator's Report in advance and presenting it for discussion at meetings.

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.

### **General**

Be the first point of contact for potential Befrienders and Befriendees, external agencies and other individuals.

Ensure that procedures are in place for the storage of personal data and that these are in accordance with the principles of the Data Protection Act and Tandem's Confidentiality Policy.

Maintain all paperwork associated with ongoing partnerships.

Communicate on and promote awareness of Tandem's work through emails, the website and social media.

Undertake any other duties reasonably required by the Line Manager

## Person specification

Attribute	Essential	Desirable
Areas of Experience	<p>Experience of managing volunteers or volunteer-focussed projects</p> <p>Interest in, and awareness of issues relating to mental health</p> <p>Experience of developing and delivering workshops/training sessions</p> <p>Experience of working within and supporting teams</p> <p>Managing budgets, monitoring data and communications (relating to volunteering)</p>	<p>Knowledge of current volunteer management trends and resources</p>
Knowledge, Skills and Abilities	<p>Excellent interpersonal skills with the ability to warmly engage with and respond to others</p> <p>Ability to motivate and persuade others about the benefits of befriending</p> <p>Ability to plan and prioritise workloads</p> <p>Ability to deal with information in a confidential manner and respond with sensitivity</p> <p>Understanding of the issues facing those living with mental health problems</p> <p>Knowledge of and commitment to equal opportunities and anti-discriminatory practice</p> <p>Excellent verbal and written communication skills</p> <p>Well organised; great attention to detail</p> <p>Excellent computer literacy skills, including familiarity with all standard office packages (e.g. Microsoft Word, Excel, Teams) and an ability to maintain records and produce reports</p>	<p>Awareness of other volunteer and befriending programmes</p> <p>Willingness to use online and Social Media platforms to promote the organisation</p> <p>Supervisory skills</p>
Personal Qualities	<p>Able to communicate clearly, sensitively and non-judgmentally with a calm and professional working manner</p> <p>Approachable, patient, outgoing, prepared to listen to others' point of view, flexible, open to ideas, committed, reliable, enthusiastic and friendly</p> <p>Motivated, proactive and ability to work alone</p> <p>Empathy with both volunteers and befriendees</p> <p>Commitment to developing ongoing skills to ensure best practice</p> <p>Willing to do an enhanced DBS check</p>	