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**JOB DESCRIPTION**

**The Volunteer Hub**

**JOB TITLE:** **Project Co-ordinator – Chatty Café Scheme** (2 years fixed contract with the potential to make the role permanent)

**REPORTS TO :** Head of Volunteering and Compassionate Neighbours Manager

(HOV)

**ACCOUNTABLE TO:**  Head of Volunteering and Compassionate Neighbours Manager

**Hours of work:** 22.5 hours per week (3 days)

**Salary:**  £23,502 Full time equivalent – pro rata pay = £14,101 p.a.

**JOB SUMMARY**

Working within The Volunteer Hub, this role supports the ongoing development and expansion of the Willowbrook Compassionate Neighbours project to grow the Chatty Café aspect of the scheme.

The chatty café project is contributing to the ambition of the hospice to reach more people, offset social isolation and loneliness via personal one to one contact and the community based Chatty Cafés. Thanks to a generous fund donation, we are now in a position to expand the team and grow the project further through embracing the network of social prescribers as part of our cafés throughout St Helens and Knowsley.

The majority of the support is provided by volunteers who are a key part of Willowbrook Hospice, providing professional support to all departments. We recruit volunteers from across the communities of St Helens and Knowsley.

**1. SPECIFIC DUTIES AND RESPONSIBILITIES**

1. To work with the Head of Volunteering (HOV) to coordinate and deliver the chatty café project for Willowbrook Hospice.
2. Support the effective delivery and development and expansion of the chatty café Neighbours project to meet outputs and outcomes.
3. To recruit, train, supervise and develop the right volunteers across the Willowbrook Hospice catchment area.
4. To process referrals, carrying out assessments, matching volunteers to beneficiaries and providing a programme of support for the volunteers.
5. Deliver a robust and sustainable chatty café project amongst people in our Community, supporting the strategic aims of Willowbrook Hospice.
6. With the HOV review and evaluate the programme to ensure the quality of the project, specifically around the experience of both volunteers and the attendees.
7. Be responsible for and coordinate information coming into the project. Develop and implement a system for the timely processing of referrals and attendance at a chatty café.

**Communication and working relationships:**

1. Demonstrate an understanding of the nature of Hospice Care and apply community development principles to all work.
2. Build relationships with, and a database of stakeholders engaged in the programme in order to maintain regular contact and monitor progress.
3. Participate in and contribute within external networks and forums to ensure that the project and hospice is represented in appropriate areas.
4. Supply the Communications Team with stories and information for the local media (especially target communities’ media) in order that they are aware and can cover local events and stories that describe the work of the chatty cafés.

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|  | |  |  | | --- | --- | |  | **2. GENERAL** | |  | 1. Be aware of personal responsibilities with regard to all other Hospice Policies/ Guidelines  2. Be aware of obligations and statutory rights with regard to disciplinary and grievance procedure.  3. The post holder will observe the Office ‘No Smoking’ policy.  4. The post holder will adhere to the Fire, Health & Safety Regulations and Policies of the hospice.  5. You are required to attend, complete and comply with annual mandatory training requirements plus any other training as deemed appropriate. | |  | |  | | --- | | **CONFIDENTIALITY:**  Through the course of your employment, you may be aware of information concerning patients and staff.  All such information must be treated as confidential.  **Breach of this confidence may result in dismissal.** | | **REVIEW OF THE JOB**  This list of duties is not exhaustive, and the post holder will be expected to demonstrate a  flexible approach to carrying out their duties. | |   **The Hospice operates a NO SMOKING policy.**  **Staff on duty will refrain from smoking on any Hospice premises.** | |
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