

JOB DESCRIPTION



JOB TITLE: Good Neighbours Scheme Manager
ACCOUNTABLE TO: Service Manager

JOB PURPOSE:

The main purpose of the Good Neighbours Scheme is to support isolated older people to stay living independently in their own homes and communities.

Specific Objectives of the post are:

- To promote the service to help spread awareness of the project.
 - To assess client's needs and provide them with solutions to meet them.
 - To deliver a fast and efficient volunteer recruitment process recruiting volunteers to support clients.
 - To manage a large team of volunteers providing support under the following categories - Befriending, Shopping, Transport & Practical Help
 - To develop relationships with local services and community activities that an isolated older person might benefit from using.
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This job description outlines the key performance indicators of, and output required from, the Good Neighbours Scheme Manager. It is not a definitive list, and the role may well change and evolve over time.

MAIN DUTIES AND RESPONSIBILITIES

- Promoting the Good Neighbours Scheme to ensure older people are aware of how to access help.
- Visiting clients to assess their needs and providing solutions to meet them.
- Managing our large team of volunteers who provide the direct support to clients.
 - Coordinating their work
 - Matching them to opportunities that suit their skills.
 - Providing ongoing supervision & support
 - Maintaining strict financial control over shopping payments & expenses.
 - Ensure policies and procedures are adhered to
- To recruit volunteers (40+) annually to meet the needs of our older clients. (Befriending, shopping, transport, practical and administration)
- To deliver an effective induction and training program ensuring our volunteers are equipped with skills and knowledge for their roles.
- Maintaining records on our client and volunteer databases (CharityLog & Volunteer0)
- Completing satisfaction surveys & case studies to enable the service to be monitored & evaluated.

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- Gathering knowledge of local services and activities that an older person might benefit from using.
- To be responsible for your own health and safety and of the clients and volunteers you coordinate
- To follow the charities policies & processes regarding equal opportunities and discrimination.
- To support fundraising activities & encouraging volunteers to become involved.
- To undertake any other reasonable duties deemed appropriate by your manager.