



Halton and St Helens VCA – Job Description

Role: Healthy & Home Link Worker & Volunteer Coordinator

Reports to: Place Based Lead & Hospital Discharge Service Manager

Line Managed by: Place Based Lead

Staff Responsible for: None

Job Purpose

The Healthy & Home Link Worker & Volunteer Coordinator will support people across Halton and St Helens to remain independent, safe and well at home following hospital discharge or during periods of increased vulnerability.

The role combines direct support to residents through assessment, home visiting and community-based interventions with the recruitment, coordination and development of Volunteer Community Champions who provide short-term practical support. The postholder/s will ensure individuals receive the right support at the right time, whilst working closely with volunteers, community organisations and statutory partners to identify and respond to emerging needs and concerns.

Key Tasks

- Receive, assess and manage referrals from the Healthy & Home programme and partner agencies.
- Undertake home visits, telephone support and wellbeing assessments to identify individual needs.
- Work with individuals to develop solutions that promote independence, recovery and wellbeing.
- Connect people to appropriate health, social care, community and voluntary sector services.
- Maintain accurate records and monitor outcomes.
- Identify and respond appropriately to safeguarding, welfare and risk concerns.
- Build effective relationships with partner organisations to support positive outcomes for residents.
- Recruit, train, support and retain Volunteer Community Champions across Halton and St Helens.
- Coordinate and deploy volunteers to provide short-term practical support to residents referred through the Healthy & Home programme.
- Match volunteers appropriately to individuals based on need, location and availability.
- Provide ongoing supervision, guidance and support to volunteers.

- Ensure volunteers understand and operate within agreed boundaries, policies and procedures.
- Monitor volunteer activity, outcomes and service quality.
- Ensure concerns raised by volunteers are assessed and escalated appropriately.
- Promote volunteering opportunities and develop strong links with community organisations and partners.

General

- Provide own administrative support including setting up and maintaining office systems.
- Work to annual targets and provide reports to contract holders/funders and Halton and St Helens VCA Board of Trustees.
- Monitor complaints and follow procedure.
- Ensure the security of the office and office equipment.
- Able to travel locally, regionally and nationally.
- Attend staff, committee and other meetings as appropriate and undertake any other work deemed necessary by the Chief Officer to further the aims and objectives of Halton and St Helens VCA.
- Ensure all information is up to date and relevant and the organisation remains compliant with relevant legislation.

It is the nature of the work of Halton and St Helens VCA that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks not specifically covered in the job description are undertaken. These additional duties will normally be compatible with the skills and responsibility of the existing work.

All employees are required to abide by Halton and St Helens VCA policies with regard to Health and Safety, Equality and Diversity and Information/Communications Technology. All employees are also reminded of the need to keep all information regarding the organisation, its clients, partners and funders confidential, except where information needs to be shared on a professional basis with colleagues or external partners.

Person Specification

We are looking for a self-starter who can work with confidence under their own initiative within a team environment and who is committed to supporting people to maintain their independence, good wellbeing and promote self-care.

Essential

- At least two year's relevant frontline support role in the voluntary, health or public sector
- Experience of coordinating, supporting or managing volunteers, community groups or services.
- Delivering services in a client focused way, empowering and supporting people to achieve

- Experience of professional working as a relationship builder within all levels of public and voluntary and community sector environments; and knowledge of the issues and needs of these sectors.
- Is able to be innovative and creative in finding solutions.
- Able to respond to problem situations and to ensure effective interventions are put in place.
- Experience of monitoring, evaluation and data collection.
- Ability to work flexibly and proactively.
- An understanding of and commitment to anti-discriminatory practice.
- Commitment to implement the Equal Opportunities policy of VCA.
- Recording accurately on a database and in a timely manner.
- Good standard of general education.
- A good working knowledge of Microsoft office software including Word and Excel.
- A good working knowledge of email and internet.
- Ability to communicate effectively – both orally and in writing.
- Attention to detail and accuracy.
- Basic understanding of the Data Protection Act 2018 and GDPR.
- Good organisation and administrative skills.
- Ability to plan and prioritise their own work load and meet deadlines.
- Ability to work as part of a team, and develop and maintain close working relationships with colleagues and partners.
- A willingness to undertake further training compatible with the role.
- An understanding of confidentiality.

Desirable

- A good understanding of the work of VCA, and its aims and objectives.
- Experience of flexible working and the ability to effectively respond to events as they arise.
- Knowledge of key issues affecting the voluntary and community sector.
- Experience of working or volunteering within a health care environment .
- Experience of working with a multi-agency workforce to provide a person-centred approach.
- Knowledge of the services provided by the voluntary sector and local communities across Halton and St Helens.
- Understanding of Health and Social Care systems.