

## JOB DESCRIPTION & PERSON SPECIFICATION

### AREA SERVICES CO-ORDINATOR (GRAMPIAN)

|                         |  |
|-------------------------|--|
| <b>TITLE:</b>           | Area Services Co-ordinator (Grampian)  |
| <b>HOURS:</b>           | 35 hours per week (Flexible working and TOIL policies apply, as some evening & weekend work is involved) |
| <b>BASED AT:</b>        | Clan House, Aberdeen with at least 2 days per week in Mintlaw & North Aberdeenshire                      |
| <b>SALARY:</b>          | £27,527.07 - £30,000 dependant on experience   |
| <b>REPORTING TO:</b>    | Cancer Support Services Manager (Grampian)   |
| <b>RESPONSIBLE FOR:</b> | Community Services Co-ordinator, Support & Driver Volunteers, Complementary Therapists                   |

#### CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

**Honesty:** We are honest, reliable, transparent and treat others with fairness.

**Excellence:** We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

**Accountability:** We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

**Respect:** We value diversity of people and thought. We behave in ways that earn trust and support each other.

**Teamwork:** Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

#### JOB PURPOSE:

Clan currently provides services across Grampian with support centres located within the MACBI community centre in Mintlaw and at Clan House on Westburn Road Aberdeen. The services provided are free for anyone impacted by cancer and comprise of a range of core complimentary therapies, counselling services, a drop-in service, a children & families service, physical health & wellbeing service and support groups.

The role of the Grampian Area Service Co-ordinator is to ensure the daily provision of appropriate and responsive wellbeing services across Aberdeen city and Aberdeenshire, including the management of a Community Support Coordinator and a team of support volunteers. The post holder will be required to take an innovative approach to service delivery, to overcome the challenges of covering a diverse geographical region and planning how those in remote, rural and isolated parts of the region can access Clan's services in different and effective ways. The Area Services Coordinator will be responsible for the enhancement and expansion of wellbeing services particularly around the North Aberdeenshire area.

The role will also support existing relationships with potential fundraisers, sponsors, donors and supporters of Clan Cancer Support across the areas in partnership with Clan's Income Generation Team. To maximise fundraising potential, the post holder will be responsible for supporting the Community Liaison Officer (based in Aberdeen) with a range of fundraising opportunities within the area as well as

taking the lead on representing Clan wellbeing services at appropriate community engagement opportunities with local businesses, NHS and health & social care partners etc.

### KEY RESPONSIBILITIES & DUTIES:

#### Leadership

- Line manage a staff member and team of support volunteers ensuring they are supported to deliver listening & support services to clients.
- Provide local support to any zero hour workers and contractors working within the Grampian area (e.g. therapists and counsellors) ensuring that expectations are managed and practice is in line with wider Clan processes.
- Be the lead contact in Grampian for anyone requiring Clan services, to promote Clan through talks and presentations, promoting the Clan brand, identity and ethos.
- Ensuring close relationships are nurtured with the wider Clan team particularly in relation to fundraising and attendance at local events.
- Ensure there is an annual plan relating to local community engagement opportunities which is awareness raising focussed with some support of fundraising events.
- Ensure all HR related processes are adhered to within timescales underpinned by policies and procedures and utilising the databases in place to manage the following examples of tasks, including but not limited to, staff sickness/absence recording, return to work interviews, staff supervision and participation in team meetings, performance management and performance review and development.
- Monthly centre budget reporting to the Cancer Support Services Manager (Grampian).
- Highlight any community cover requirements for annual leave/sick leave to the Cancer Support Services Manager (Grampian) and Wellbeing Management Team for coordination in as much advance notice as possible.
- Ability to demonstrate at an operational level an understanding of resilience and adaptability and positive leadership response to changes and challenges within the organisation.
- Nurture and development of staff and volunteers within their roles.

#### Services

- To develop and grow services across the North Aberdeenshire region as per the services 5 year strategic plan
- To ensure the smooth daily delivery of Clan services to anyone affected by cancer, through the provision of drop-in services, counselling, complementary therapies and groups/classes in line with the services strategy.
- Liaise with the Volunteer Coordinator around the recruitment needs of volunteers for service delivery and retain a team of Clan volunteers in line with Clan's Volunteer Strategy for consistency across all wellbeing bases.
- Develop a program of wellbeing support, responsive to client need and in line with Service's strategy.
- Deliver services in line with all Clan policies and procedures, including following our financial policy for handling of monies, health and safety policy for ensuring safe working environment and practices and our volunteering policy.

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- Maintain accurate records to provide quarterly reports on activity and any unmet need. This will assist in the development of new services to meet the needs of our clients and in accordance with Services strategy.
- To develop and liaise with other partnership agencies to fully promote Clan services to others who may find it useful to signpost clients.
- To participate in regular Clan wide meetings and to contribute to service planning.
- To be responsible for developing and maintaining any outreach services, ensuring that the environment is conducive to purpose.
- To participate in regular Clan wide systems of communication, including meetings, working groups, Clan planning days, where possible and agreed.
- To be proactive and innovative in service delivery.
- Support delivery of services into HMP Grampian
- Be prepared to be part of a wider team rota for late night opening of centers for enhanced accessibility of services for clients.

#### **Fundraising**

- Work in partnership with the Income Generation Team to support local fundraising acknowledgements and inform funding applications to support the provision of wellbeing services.

#### **General**

- Operational and facilities management. Regular liaison with Clan personnel on matters related to health and safety and building management.
- To attend relevant training and refresher courses where relevant to the role and identify any essential training needs within the local team to improve service delivery.
- Promote and embed Clan values, strategic direction and policies.
- Demonstrate an accountable and autonomous approach to the role whilst respecting the line management structure and reporting responsibilities in place, to ensure consistent approaches across all services as agreed by the Wellbeing Management Team.
- Provide cover to bases beyond Grampian if required and deemed a business critical requirement.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.

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| ATTRIBUTES                            | ESSENTIAL  | DESIRABLE  |
|---------------------------------------|--|--|
| <b>Qualifications</b>                 | <p>Qualified or relevant experience within the field of Health and Social Care.</p> <p>Full clean driving licence and access to a vehicle.</p> <p>Management and/or supervisory skills.</p>  | <p>Degree or equivalent within Health or Social Care or Management/Leadership.</p>   |
| <b>Experience</b>                     | <p>Experience in project coordination / service delivery.</p> <p>Experience in line managing and staff development.</p> <p>Experience in giving talks and presentations.</p> <p>Experience in dealing with potentially difficult conversations with staff, colleagues or members of the public.</p>  | <p>Understanding of the role of voluntary and charity sectors.</p> <p>Understanding of Health and Social Care Sector.</p> <p>Experience of working with loss and bereavement.</p> <p>Experience of delivering support services.</p> <p>Understanding of the role of the voluntary and charity sectors.</p> <p>Understanding of Adult Support and Protection Policy and Child Protection Policy and understanding of responsibility for reporting concerns.</p> |
| <b>Special aptitudes or abilities</b> | <p>Highly motivated and dynamic leader with the ability to motivate and enthuse a team of volunteers and therapists.</p> <p>Understand the impact that serious illness has on daily life and be empathic and sensitive with all Clan clients.</p> <p>Ability to work on own initiative to deliver on competing priorities.</p> <p>Competent IT skills and knowledge of packages such as Word, Excel, PowerPoint and Outlook email.</p> <p>Ability to confidently use databases and case recording tools.</p> <p>Be a confident communicator – written and verbal.</p> <p>Ability to be creative/being involved in wider partnerships.</p> <p>Be an excellent team player to adhere to and deliver the Clan vision for the Islands in line with Clan policies, procedures and strategy.</p> |  |

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| <b>Requirements of the post</b> | <p>Maintaining strict confidentiality for all using Clan services and delivering care, support and services.</p> <p>Successful completion of Clan's 2 day Support and Listening Training Course.</p> <p>Travel throughout Clan's geography when required.</p> <p>Access to a vehicle for work for daily travel across Grampian</p> <p>Fully flexible. Working out with normal working hours may be required – at weekends and evenings.</p> <p>PVG required.</p> <p>Attendance and participation at Clan Gatherings and Service Development Days in Aberdeen annually.</p> |  |
|---------------------------------|--|--|

| Line Manager | Employee   |
|--------------|------------|
| Name:        | Name:      |
| Signature:   | Signature: |
| Date:        | Date:      |