



JOB DESCRIPTION & PERSON SPECIFICATION MORAY AREA SERVICES COORDINATOR

TITLE:	Moray Area Services Co-ordinator
HOURS:	21 hours per week (Flexible working and TOIL policies apply, as some evening & weekend work is involved)
BASED AT:	Elgin, with travel throughout Moray
SALARY BAND:	Band 5.21 - £12,909.60 pro rata (£25,102.00 FTE)
REPORTING TO:	Mainland Cancer Support Service Area Manager & Head of Cancer Support Services
RESPONSIBLE FOR:	Local Services Co-ordinator

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 four Core Values:

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

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

Honesty: We are honest, fair, transparent and accountable of our actions.

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

JOB PURPOSE:

Clan currently provides services from its Clan centre in Elgin and also outreach centre Forres and Lossiemouth. These services are free for anyone affected by cancer and comprise of a range of complimentary therapies, counselling services, a Drop-in service, information and resource point.

The role of the Moray Area Co-ordinator is to ensure the daily provision of appropriate and responsive Wellbeing Services to the people of Aberdeenshire, including the management and coordination of a small team of support and events 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. The post holder will be responsible for the enhancement and expansion of wellbeing services to effectively meet the needs of the individuals impacted by cancer in Moray.

In addition, the Area Services Co-ordinator will seek opportunities alongside Clan's Mainland Cancer Support Services Area Manager and Head of Cancer Support Services to make these services more widely available in other locations throughout Moray.

The role will also maintain responsibility for developing and maintaining existing relationships with potential fundraiser, donors and supporters of Clan Cancer Support across the areas. To maximise fundraising potential, the post holder will be responsible for leading a range of fundraising with the area.

KEY RESPONSIBILITIES & DUTIES:

- Clan employees 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.
- To ensure the smooth daily delivery of Clan Services to anyone affected by Cancer, through the provision of our Drop-in service. Counselling and Complimentary Therapy service and develop groups and classes for support as required.
- To provide line management and leadership to the team based in Moray
- Recruit and retain a team of Clan volunteers. Support existing team of committed volunteers throughout the existing bases
- Develop a programme of wellbeing support, responsive to client need.
- Act as the lead contact in Moray for anyone requiring Clan services, to promote Clan through talks and presentations, promoting the Clan brand, identity and ethos.
- To 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
- To maintain accurate records to provide reports on activity and to collate data. To 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.
- Operational and facilities management. Regular liaison with Clan personnel on matters related to health and safety.
- To be responsible for maintaining the Wellbeing Centre in Elgin and 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
- To attend training and refresher courses where relevant to the role.

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
Qualifications	<p>Qualified and experienced within the field of Health and Social Care</p> <p>Full clean driving licence</p>	<p>Degree of equivalent within Health or Social Care</p> <p>Management and/or supervisory skills</p>
Experience	<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>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>
Special aptitudes or abilities	<p>Highly motivate and dynamic leader with the ability to motivate and enthuse a multidisciplinary team, including volunteers/therapists</p> <p>To 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 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>Ability to manage successfully a wide range of complex projects and meet Senior Management Team</p> <p>Be an excellent team player to deliver the Clan vision for Moray in line with Clan policies and Procedures</p>	
Requirements of the post	<p>Maintaining strict confidentiality for all using Clan services and delivering care, support and services</p> <p>Completion of Clan's 3 day Support and Listening Training Course</p> <p>Travel throughout Moray and beyond.</p> <p>Access to a vehicle for work.</p> <p>Fully flexible. Working outwith normal working hours – at weekends and evenings.</p> <p>PVG Disclosure Scotland clearance required</p>	