



Improving Lives Plymouth

A Charity supporting people since 1907

Job description

Job:	Drop-In Coordinator
Employer:	Improving Lives Plymouth
Managed by:	Senior Drop-In Coordinator
Work Location:	Ernest English House, Buckwell Street
Salary:	£11,986 per annum for 21 hours per week, Monday, Thursday and Friday (Based on FTE £19,976)

This post is subject to a Disclosure and Barring Service Check (DBS)

Role Context

Provide support and information to Drop-in clients, co-ordinate and support volunteers to ensure the smooth running of the Advice Plymouth drop-in service.

Key Tasks

1. Coordinate information and advice delivery
2. Provide technical support and act as consultant to the volunteer advisors
3. Monitor the quality of information given to clients in the Drop-In service
4. Ensure appropriate systems are used and maintain case recordings, statistics, follow up work and quality control
5. Undertake advice work as and when required
6. Ensure all relevant policies and procedures are followed during the information session
7. Support volunteers through the provision of regular feedback
8. Encourage good teamwork and lines of communication between all team members and in the partnership
9. Maintain and monitor effective and efficient administrative systems as well as the library information
10. Supporting the monitoring of health and safety policy regarding staff, equipment and premises within statutory requirements

11. Maintain complaints procedures in accordance with guidelines
12. Identify own training and development needs with line manager
13. Identify the training needs of volunteers through support and contribute towards Advice Plymouth training plan
14. Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
15. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
16. Undertake other tasks that are appropriate to the role and job description.

Person Specification

1	Experience	<ul style="list-style-type: none"> • Recent and ongoing experience of advice work • Experience of supporting volunteers • Communicating effectively with people at all levels • Working within a team
2	Skills and competence	<ul style="list-style-type: none"> • Able to analyse and interpret complex information • Able to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment • Able to use IT in the provision of information and advice • Able to monitor and maintain recording systems and procedures • Effective communication skills • Able to give and receive feedback objectively and sensitively and a willingness to challenge constructively • Able to demonstrate how you keep your knowledge up to date
3	Knowledge	<ul style="list-style-type: none"> • Understand the importance of support, development and motivation • Understand the issues involved in interviewing clients • Understand a range of issues that could include benefits, employment and housing
4	Education and Training	<ul style="list-style-type: none"> • NVQ level 3, equivalent or above, in advice and guidance or other relevant qualification • Willingness to undertake additional training as necessary
5	Essential Personal Qualities	<ul style="list-style-type: none"> • Commitment to equal opportunities and anti-discriminatory practice • Ability to relate well to people