



Old School Rooms: Clapton Park URC
PROJECT CO-ORDINATOR: CLAPTON COMMUNITY DROP-IN

JOB DESCRIPTION

Job Title:	Project Coordinator Clapton Community Drop In
Responsible to:	Centre Manager
Salary:	£16,016 PA FTE £29,120
Hours:	Part Time: 22 hours a week (must include 4 hours on a Wednesday and 4 hours on a Sunday during regular face to face delivery. You would be expected to work 3 our 4 Sunday's).
Contract duration:	Until March 2022. But with view to extension as long as funding continues to be secured.

Job Purpose

The Drop-In Coordinator will manage the Clapton Community Drop-in project leading and supporting a team of volunteers and managing a Lead Case Worker to help people access their rights and entitlements to regain or maintain a safe and secure life.

Duties of the Job

Managing & Delivering the Service

- ◆ Line management of the Lead Case Worker and Volunteers, setting realistic workloads.
- ◆ Induct volunteers to work with the Drop In Project.
- ◆ Triage needs of new service users and assign to appropriately experienced volunteers or Lead Case Worker for remote telephone or face to face support.
- ◆ Provide advice to staff and volunteers on complex cases and case work the most complex issues.
- ◆ Work with the North Hackney Neighbourhood Alliance (NHNA) Volunteer Coordinator and volunteer networks to ensure that sufficient volunteers are available to staff the service and have up to date DBS checks.
- ◆ Identify training needs for volunteers and work with NHNA Volunteer Coordinator when appropriate to arrange training.
- ◆ Facilitate small group debriefs with volunteers to monitor case work and enable peer to peer learning.

- ◆ Manage the project database system in line with GDPR and ensure that staff and volunteers are using IT systems correctly to enable monitoring of case work and for grant monitoring requirements.
- ◆ Manage the CPURC Drop In Budget and make sure spending is on track and fully accounted for.
- ◆ Maintain an up to date list of sources of support.
- ◆ Working with volunteers to create an informal and welcoming environment.

Setting and Maintaining Quality Standards

- Maintain a person centred approach and ensure that the service is accessible to all regardless of race, gender, age etc.
- Act as Adult Safeguarding Lead. You will be part of the Round Chapel Safeguarding team. Attend safeguarding meetings. Report any safeguarding issues in accordance with the policies in a timely and accurate manner and follow up on actions.
- Monitor quality of service provision and escalate key issues to the centre manager
- Ensure that all information stored complies with GDPR

Service Development

- ◆ External engagement and developing referral pathways: Establish a good working relationship with relevant local authority departments, health services, housing and voluntary and community sector networks and partnerships.
- ◆ Coordinating with other CPURC projects to maximise opportunities for impact.
- ◆ Support the development of fundraising bids with the wider CPURC team.
- ◆ Participate in North Hackney Neighbourhood Alliance meetings when appropriate.
- ◆ Participate in the Hackney Migrant Network meetings when appropriate.

Ensuring Good Practice

- ◆ Work in accordance with the ethos and values of Clapton Park URC
- ◆ Participate in regular supervision and help to identify professional development and training.
- ◆ Participate in regular staff meetings and training courses as required
- ◆ Demonstrate and ensure good boundaries are set by yourself, staff and volunteers
- ◆ Maintain an active approach to health and safety in respect of yourself, colleagues and people accessing the project.
- ◆ Carry out other tasks that may be reasonably required from time to time by the Centre Manager in support of the project and its development.

Effect of pandemic on service delivery

Work with the Centre Manager in making decisions to transition between remote and face to face delivery in response to risk of virus spread, changing government guidelines and Covid secure best practice.

Person Specification

Personal Qualities

- Respectful and non-judgmental attitude regardless of circumstance, able and willing to relate to a diverse group of people and able to communicate clearly for clients to understand what is going on and their options.
- Able to prioritise and use initiative.
- Able to multitask to handle the demands of various cases at the same time.
- Excellent listening skills to get a clearer picture of what truly needs to be done.
- Remaining calm in the face of stress and obstacles
- Resilient, resourceful and a clear thinker
- Must be sympathetic to the values of the Christian faith, in its diverse understanding and expression at the Round Chapel, Old School Rooms/Clapton Park URC.

Specific Skills & Experience

Essential:

- Significant experience of delivering quality person centred support services to socially excluded and vulnerable people with complex support needs in a similar setting.
- Up to date working knowledge of local and national systems in relation to housing and benefits
- Knowledge of the causes of homelessness and the issues faced by oppressed people with complex needs.
- An understanding of the range of approaches and methods appropriate for working with people with higher support needs and experience of using creative solutions in order to support people to meet their needs and aspirations.
- Experience of monitoring a service, ensuring quality standards and targets are met.
- Good attention to detail and an organised approach.
- Good IT skills
- A satisfactory enhanced DBS check

Desirable:

- Experience of working for a grassroots VCS organisation.

Terms and conditions

Unsocial hours: The post holder must be prepared to work some unsociable hours, e.g., to attend some evening meetings.

Annual leave: Pro rata of 21 days p.a. plus public holidays.

Reports to: Centre Manager. This appointment is subject to satisfactory completion of a 3 month probationary period. Satisfactory completion of the process of the Disclosure and Barring Service is essential for this post.