



Job Title	Time for You Project Coordinator
Employer	Westbank
Location	Hybrid working between home and office base
Accountable to	Services Manager
Contract	Initially a Fixed Term Contract until 31/3/2024
Hours	37 hours per week (Full Time)

Salary	£27,893.38
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Introduction

Westbank has been appointed as provider of carers' services across Devon, from May 2018. As well as delivering core services to carers, we have been asked to develop and pilot a number of new services in order to ascertain demand and the ability of the voluntary sector to provide sufficient capacity. Devon Carers is one of the largest and most successful carer's services in the UK, providing information and support to over 20,000 carers of all ages, including:

- Awareness-raising and identification of carers of all ages;
- A countywide helpline, providing easy access to information and support;
- A team of support staff facilitating drop-in sessions, carers support groups, school-based activities and time-limited one-to-one support.

Overall Job Purpose

To further develop, co-ordinate and pilot the sitting service for carers delivered in partnership with the voluntary sector.

Key Responsibilities

- To plan, co-ordinate, develop, drive, implement, monitor and deliver the sitting service pilot;
- To develop strong working links with all voluntary sector organisations involved with the pilot;
- To identify and resolve issues and problems which may arise with the pilot;
- To design process pathways and monitor effectiveness;



- To work with referring partners within the pilot areas to develop awareness in order to ensure maximum uptake;
- To develop mechanisms for regular capture of management information and progress reporting;
- To agree, secure and implement milestones and timeframes;
- To ensure that the key objectives of the project are understood among all partners;
- To establish partnership working agreements, service level agreements and other working structures and frameworks with all key partners in order to deliver a project as envisioned within the Project Plan;
- To establish short-life working groups and project teams as necessary;
- To ensure all necessary community consultations are completed;
- To investigate and develop ways of sustaining the project into the future.
- Data Management
- To comply with all relevant confidentiality and data protection policies and procedures, including those defined by law;
- To gather and record all necessary information from and about the pilot sitting serviced to enable effective service provision and monitoring;
- To complete administrative tasks as required;
- To use the Devon Carers database for all relevant work recording;
- Maintain and use Devon Carers Data and information systems in line with confidentiality, data protection and other relevant policies and procedures.

Managing Self

- To work as a member of the team for the benefit of Devon Carers;
- To show a commitment in all areas of work implementing and monitoring diversity and human rights issues;
- To ensure appropriate communication at all times;
- To monitor and evaluate all work and produce feedback to the Devon Carers Leadership Team to contribute to regular contract monitoring;
- To be willing to undertake any necessary training;
- Positively represent Devon Carers in contact with carers, colleagues and other agencies;
- To positively promote the project and organisation at all times;
- To undertake any other duties required appropriate to the grade of this post;
- Identifying and undertaking personal development as required.

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Community Health and Care, Farm House Rise, Exminster, EX6 8AT
Tel: 01392 824752 • email: reception@westbank.org.uk



General

- The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of Devon Carers. This job description will be subject to review, in consultation with the post holder, on an annual basis to reflect those changing needs and circumstances;
- You have a duty to take care of your own health and safety and that of others. Co-operation with your employers and co-workers to help everyone meet their legal requirements;

Person Specifications:

Competency / Behaviour / Qualities	Essential	Desirable
Professional Experience / Qualifications	<ul style="list-style-type: none"> • Experience of working to develop new projects and services. • Experience building relationships with external organisations and associations. • Relevant experience of working in a role involving effective liaison with other agencies 	<ul style="list-style-type: none"> • Experience of working in a health and social care, or a related field. • Experience of being a carer or working with carers.
Behavioural Characteristics	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • An empathy with carers and volunteers and an understanding of their needs. • Willingness and commitment to uphold the values of Westbank at all times and to represent Westbank positively in work and the community. 	
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to manage, develop and coordinate projects 	<ul style="list-style-type: none"> • Knowledge and understanding of health and social

	<p>with carers and volunteers.</p> <ul style="list-style-type: none"> • Relevant knowledge and understanding of voluntary sector organisations and provision. • Relevant knowledge and understanding of carers and the challenges they face. • Ability to plan, prioritise and use own initiative. • Understanding of and commitment to principles of confidentiality; equality, diversity and inclusion; safeguarding and service user engagement. 	<p>care services/provision.</p> <ul style="list-style-type: none"> • Ability to develop and maintain constructive relationships with carers and professionals from other agencies and share information appropriately. • Good keyboard and IT skills including use of MS Office packages and CRM systems.
Personal qualities	<ul style="list-style-type: none"> • Self motivated with the ability to use own initiative. • Ability to anticipate problems and identify solutions. • Car driver/owner or otherwise able to meet requirements for limited travel within the role. • Ability and willingness to work flexibly including occasional 	<ul style="list-style-type: none"> • Ability to work as part of a team to meet shared objectives.

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	<p>evenings and weekends.</p> <ul style="list-style-type: none">• Ability and willingness to support Westbank's promotional activity and fundraising.• Any other duties commensurate with the role as directed by line manager.	
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