**Person Specification**

**Volunteer Support Co-ordinator – Social Prescribing**

**Qualifications**

Essential:

* Good general standard of education
* Demonstrable commitment to personal and professional development

Desirable:

* Mentoring/Coaching qualification
* Volunteer Management qualification
* Advocacy/information and advice qualification

**Experience**

Essential:

* Experience of recruiting and inducting volunteers or paid staff
* Experience of matching, supporting and motivating volunteers/teams of people
* Experience of working in an empathetic and empowering way
* Experience of action planning and reviewing against goals and objectives
* Experience of monitoring and evaluating service delivery, including using computer based and other recording systems
* Working within and contributing to a team
* Experience of working in a dynamic and creative way, solving problems and prioritising work

Desirable:

* Experience of working as an advocate/mentor/social prescriber
* Experience of working with vulnerable adults
* Experience of working with a health care setting
* Experience of working in a mentoring/supervisory role
* Experience of working as a social prescribing link worker

**Skills**

Essential:

* Excellent communication and interpersonal skills
* Good IT skills to support office based tasks to include, Microsoft office, email and database systems
* Ability to network and build effective working relationships
* Ability to deliver presentations to a range of audiences
* Ability to work on own initiative and manage own time
* Excellent organisational skills and an ability to prioritise workload
* Ability to use monitoring and evaluation tools to demonstrate the effectiveness of service provided
* Ability to work in an empowering and pro-active way which builds confidence and skills of individuals
* Ability to maintain boundaries and ensure clarity and understanding of the role
* Ability to self-manage and be creative in your approach to problem solving

Desirable:

* Ability to use social media to promote volunteering
* Ability to use a range of communication methods to meet the varying needs of volunteers

**Knowledge**

Essential:

* Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities
* Understanding of volunteer needs and motivation and applying this to maintain high levels of motivation and commitment from volunteers
* Issues affecting the lives of adults facing disadvantage
* Issues relating to empowerment and disempowerment
* Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety

Desirable:

* Local and national organisations and services relevant to volunteering
* Knowledge of the personalised care approach
* Knowledge of VCSE and community services in the locality
* Knowledge of demographics and challenges of the local areas of Worcestershire in particular in social care and health
* Relevant legislation including Employment law, Health and Safety, Data Protection Equal Opportunities
* Issues relating to people facing disadvantage or exclusion
* Understanding of community engagement services and their role and value
* Knowledge of community development approaches
* Knowledge of motivational coaching and interview skills
* Social and health care systems and processes

**Other Requirements**

* This role will involve working in different locations, and will require you to travel across Worcestershire, therefore the ability and means to travel independently is essential
* A willingness to work flexibly with very occasional evening and weekend work

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**