



## Job Description: Carelink

<b>Job Title:</b>	Engagement Coordinator
<b>Employed by:</b>	Saltbox
<b>Based at:</b>	Bemersley House, Hanley, ST1 1DY
<b>Salary:</b>	£19,800
<b>Hours:</b>	30 – 35 hours per week
<b>Responsible to:</b>	Director of Services
<b>Contract:</b>	Permanent - depending on funding - Subject to six-month probationary review
<b>Recruitment:</b>	This post is subject to a satisfactory DBS check and references

**Purpose of the Role:** Actively increasing and maintaining engagement of clients and volunteers in the Carelink Service, with particular focus on digital inclusion

### Main Duties:

#### **Increase engagement with digital inclusion sessions.**

##### **This will include:**

- Identifying and implementing measures to increase engagement
- Equipping clients to safely explore the potential of the online world and the life enhancements this can bring
- Supporting the engagement of clients and volunteers in the KOKU app (Keep on Keep Up, a newly developed award winning, NHS approved APP which is a digital health aid)
- Assisting with organising and promoting digital inclusion sessions
- Recording and monitoring attendance in activities
- Evaluating client progress towards fuller engagement with technology
- Engaging with providers to acquire equipment/information/session leaders
- Delivery of sessions and assisting clients and volunteers to engage with activities

#### **Working with the wider team to recruit, train and support volunteers.**

##### **This will include:**

- Promoting our volunteering opportunities
- Recruiting and training volunteers
- Supporting and reviewing volunteers and maintaining their engagement with the service

## **Groups, trips and transport**

### **This will include working with the wider team in:**

- Planning appropriate venues, and dates
- Identifying clients and volunteers to engage with proposed activities

## **Administration**

### **This will include:**

- Supporting the wider team in administration relating to the engagement of clients and volunteers in the service
- Monitoring and reporting on Carelink activities
- Capturing case studies of client and volunteer engagement
- Recording appropriately on the Charity Log database
  
- To participate/organised satisfaction surveys, and feedback as required for clients, group leaders, volunteers, referrers and other interested parties
- Compile and administrate volunteer packs for initial induction and reviews
- Complete correspondence welcoming new clients and maintaining contact with existing clients.
- Resolving or redirecting client queries by liaising with staff/agencies/organisations.

## **General**

- A commitment to providing a high quality volunteering experience which is mutually beneficial to the Volunteers and to the Carelink service
- A commitment to professional customer service and the clients and volunteers wellbeing
- To be part of a rota of cover on call, BH and weekends, as & when required.
- To work within the organisation's professional boundaries
- To adhere to the policies and procedures of Saltbox
- Undertake regular personal supervision and appraisal
- Undertake training as identified by your line manager and/or the Saltbox Management Team
- To attend events and meetings in connection with the role



## Person Specification for (the role)

Requirements		Essential	Desirable
<b>Skills / Knowledge / Experience</b>	Have an understanding of the challenges that older people face	√	
	Experience of working/volunteering with vulnerable adults and	√	
	To be able to relate to, empathise, and build rapport with older and vulnerable adults	√	
	Possess and demonstrate concise and professional written and oral communications skills to a high standard		√
	To have a working knowledge of services and agencies available to support vulnerable adults		√
	Organisational, administrative and monitoring skills	√	
	Competent in use of Microsoft packages, with good IT skills	√	
<b>Personal Qualities</b>	Commitment to providing an excellent customer service with high standards of quality	√	
	Ability to manage and prioritise own workload, work under pressure and to deadlines with a methodical and consistent approach		√
	Able to engage our client group in meaningful, enjoyable conversation that supports their wellbeing	√	
	Self-motivated and able to work under own initiative as well as within a team	√	
	To be able to respond appropriately to emergency situations	√	
	Able to demonstrate empathy and compassion, whilst balancing the capacity of the service	√	
	A flexible, creative, 'can do' attitude to work	√	
	Awareness and understanding of Safeguarding	√	



## **Other Information:**

### **Saltbox: Restart:**

Restart provides supported housing for those who are homeless or at risk of homelessness to make changes towards a better life. Our Clients have multiple and complex needs.

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

### **Values:**

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

### **Saltbox's Guiding Principles:**

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times