



United Synagogue Job Description

JOB TITLE:	Community Support Coordinator
LOCATION:	Radlett United Synagogue
WORKING HOURS:	10-12 hours per week
CONTRACT TYPE:	Part-time - Permanent
ANNUAL SALARY:	£7000 - £8000 per annum dependant on experience
REPORTS TO:	Community Support Coordinator Manager.

JOB PURPOSE:

To aim to satisfy the welfare needs of all members by providing practical and emotional support to those who require it and by encouraging members to volunteer their services.

KEY TASKS, RESPONSIBILITIES OF THE POST (Guidelines)

1. To be the initial point of contact for matters relating to members' care needs and requirements.
2. To proactively identify, assess and prioritise the care and welfare needs within the Community.
3. To recruit, organise training for, support and supervise teams of Care volunteers who are able to respond to community requirements, ensuring that all new volunteers attend the United Synagogue induction programme.
4. To develop and implement Care programmes and projects relevant to the identified needs.
5. To coordinate information sessions from a variety of support agencies for the community and in particular the volunteers.
6. To report regularly to the BoM member responsible for welfare/care.

7. To co-ordinate activity between other Shul groups and neighbouring communities as relevant.
8. To provide relevant (and discretionary) welfare support and information to members and/or their families.
9. To signpost or refer clients to appropriate support agencies.
10. To devise and implement volunteer policies and guidelines that encourage best practice.
11. To maintain an appropriate database of volunteers and community enquiries.
12. To develop and maintain a Community Care resources database.
13. Ancillary administrative tasks.
14. To carry out DBS checks for all relevant volunteers.
15. To link into US Community Cares (US Chesed Department).

SPECIFIC TASKS

- Call members to assess needs, follow-up and/or sign-post on (every week)
- Call volunteers to support (every week)
- Research organisations and make notes (every week)
- Work on the project (every week):
 - o Initially, work on setting up Bereavement, including setting up a Bereavement database, identifying potential volunteers, recruiting volunteers to make 3 Bereavement calls a year, setting up a reminders function
- Feed back to Line-Manager (every week)
- Write an email/talk to the Rabbonim to remind them of their agreed upon visits, calls, etc., update them and request updates and information to update the database (once a week)
- Write a report for the BoM (once a month)
- Meet with Rabbonim to determine who the vulnerable members are, get feedback and updates and pass on information, etc. (once a month)
- DBS/Training (once every 3 months)
- Supervision (once a month)

GENERIC DUTIES

- Committed to the aims of the United Synagogue and act as an ambassador for the organisation
- Comply with The United Synagogue's policy and procedures and code of expectations

- Bring to the attention of senior staff any health and safety requirements, which become obvious. In the event of any immediate danger, to take the appropriate action to reduce risk to physical danger to employees, members, contractors, volunteers, children, parents, visitors or staff
- Work collaboratively with other colleagues across the organisation to ensure the United Synagogue can achieve its vision, mission and strategy
- Undertake appropriate training as requested by your line manager in conjunction with the Human Resources Department and be committed to own continuous professional development
- Carry out any other reasonable duties as requested by the Chief Executive or other designated senior staff/undertaking such other duties that occasionally fall within the purpose of the post
- Maintaining high levels of discretion and confidentiality at all times
- This Job Description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post and the key tasks and responsibilities subject to change will be made in consultation with the post holder
- This Job Description is subject to alteration in response to the changes in legislation or The United Synagogue's operational procedures
- **Due of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation Act, 1974, by virtue of the Rehabilitation of Offenders Act, 1974, (Exceptions) Order 1975**
- **Accordingly, a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue will be required. Please ensure that you complete the United Synagogue Application Form Part 2 appropriately**

PERSON SPECIFICATION

In a series of brief statements, identify the essential knowledge, skills and behaviours required.

ESSENTIAL	DESIRABLE
Knowledge and understanding of the range of Jewish customs and practices	A good working knowledge of the Jewish community
Proven experience of working in the voluntary or community sector, with direct client and volunteer contact.	Experience of publicising a service
The ability to assess the skills of volunteers	An appropriate professional qualification
Working knowledge and understanding of policies and guidelines required in volunteer recruitment and training	Experience of managing and supporting volunteers/staff
Knowledge and understanding of statutory and voluntary sector welfare resources	Experience in training volunteers/staff
A proven ability to work with vulnerable people of all ages and abilities	Reporting skills
Proven ability to initiate, create and implement projects	Research skills
A willingness to undertake First Aid Training as part of a willingness to take part in continuing professional development.	
An understanding of equality, diversity and inclusion in care will be preferable.	
Excellent communication and listening skills, both face-to-face and on the telephone	IT database experience/skills
Proven ability to maintain confidentiality	The ability to produce marketing materials, leaflets etc.
Good time management skills	
Good administration and IT skills	
The ability to work on own initiative	
To be able to offer time flexibility when required	
Knowledge and understanding of Jewish voluntary welfare resources	
This role involves substantial travelling; a car driver will be an advantage	Hold a clean driving license