



United Synagogue Job Description

JOB TITLE:	Welfare Support Coordinator
LOCATION:	Edgware United Synagogue
WORKING HOURS:	14 hours per week
SALARY:	£30,000 per annum pro rata (£12,000)
REPORTS TO:	Community Development Manager
BENEFITS:	20 days holiday, plus 8 Bank Holidays (pro-rata for part time staff) Ride-To-Work Scheme Employee Assistance Programme Auto-Enrolled Pension

JOB PURPOSE:

To aim to satisfy the needs of Edgware United Synagogue by providing welfare and support to those who require it and by organising and co-ordinating volunteer services.

DUTIES & RESPONSIBILITIES

In liaison with the Edgware United Synagogue Rabbinic couple, other professional staff of Edgware United, US Community Cares, relevant external statutory, voluntary and Jewish agencies and professionals, the Welfare Support Coordinator is expected:

- To provide support and guidance to individual members of Edgware United Synagogue and coordinate welfare and support projects for the community.
- To be the initial point of contact for matters relating to Edgware United Synagogue Welfare
- To organise, co-ordinate, support and supervise volunteers able to respond to community requirements
- To develop and implement welfare programmes and projects relevant to the identified needs

- To attend review meetings and to provide regular reports and developments updates with supporting statistical information
- To maintain the confidential telephone Community Support Line
- To provide welfare support and information to members and/or their families including assigning volunteers
- To develop and build an understanding of the relevant external charities, organisations and support agencies and refer members to them as appropriate.
- To proactively reach out and contact elderly, unwell or vulnerable members of the community in order to assess whether they require assistance.
- To maintain an appropriate database of volunteers and community enquiries
- To extract and provide relevant statistics from the database
- To develop and maintain a Community Support resources database
- To be able to offer time and flexibility when required
- Ancillary administrative tasks

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

PERSON SPECIFICATION

The person to be appointed to this post should able to demonstrate the following:

Essential

- Knowledge and understanding of the range of Jewish customs and practices
- Proven experience of working in the voluntary or community sector with direct client and volunteer contact
- The ability to assess the needs of clients
- Knowledge and understanding of statutory and voluntary sector welfare resources
- A proven ability to work with vulnerable people of all ages and abilities
- Proven ability to initiate, create and implement projects
- Excellent communication and listening skills both face-to-face and on the telephone
- Proven ability to maintain confidentiality

- Ability to work well within an organisation.
- Excellent organisational abilities, including the ability to organise volunteers.
- 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
- Driver

Desirable

- A good working knowledge of the Jewish community
- Knowledge and understanding of Jewish Voluntary welfare resources
- An appropriate professional qualification
- Experience of managing, training and supporting volunteers/ staff
- Working knowledge and understanding of policies and guidelines required in volunteer recruitment and training
- Reporting skills
- Research skills
- IT database experience/ skills

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 are subject to change, any changes 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.