

ROLE DESCRIPTION

Role: Coordinator

Department: TLC Befriending Project

Responsible to: Senior Coordinator

Hours: Part-time (17 hours a week)

Salary: £25,200 pro-rata

Based: Home & Office

Contract: Temporary – 18 Months

(This post is funded by The Trussell Trust)



ROLE OUTLINE & PURPOSE:

The Coordinator is responsible for coordinating our Financial Resilience Befriending Project.

Aberdeen North and South Foodbank have come together in October 2022, with funding from the Trussell Trust & British Gas Energy Trust to provide a financial resilience service, provided by Aberdeen Citizens Advice Bureau which will provide those individuals requiring food parcels with money, debt, and energy advice.

This service which will support those struggling with financial hardship will be supported by our Befriending Project. Volunteer befrienders will encourage individuals referred to engage with the wider project.

Key activities include:

- matching individuals referred with Volunteer Befrienders.
- monitoring and reviewing of befriending placements.
- supervision and training of volunteers.

Responsibilities:

- Management and administration of all aspects of volunteer recruitment including interviews
- Understanding the specific needs of those referred in the matching process.
- Monitoring of placements/reviewing as necessary
- Liaising with Aberdeen North & South Foodbank, Aberdeen's Citizens Advice Bureau and the Trussell Trust.
- Working alongside the senior coordinator in the management of our volunteers, including providing Volunteer Supervision.
- Liaising with TLCs Development Manager on project reviews as well as British Gas Energy Trust (BGET) Monitoring reviews.

PERSON SPECIFICATION

Technical skills and minimum knowledge:

- A proven track record in motivating and developing people or volunteers.
- Educated to degree level and/or with relevant professional experience working with people and teams.
- Excellent communication skills (written and verbal) with the ability to present information clearly to share both internally and externally.
- Skilled in using Microsoft Office applications.
- Strong organisational and administrative skills.

Behaviours and competencies:

- Demonstrate dedication to the values of TLC
- Demonstrate empathy for people from disadvantaged, marginalised or socially-excluded backgrounds.
- Demonstrate resilience, resourcefulness, flexibility, and perseverance.
- Analyse and communicate complex information effectively to different internal and external stakeholders.
- Work with others as one team, actively listening and collaborating to achieve the shared vision.
- Building strong internal relationships, sharing information and expertise.
- Evidence of inclusive behaviour, values, and leadership

Our Values

TLC's core values are compassion, community and purposefulness and are central to all that we do.