

Heywood, Middleton & Rochdale Circle (Rochdale Circle CIC)	LC HMR Circle
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Post Title

Locality Co-ordinator

Contract Type (Permanent or Fixed Term – If Fixed-Term, please specify the duration)

12 Months Fixed Term (possibly permanent)

Hours of Work (If Part-Time or Semester, please specify hours and/or weeks per year)

37.5 hours per week – Mon-Fri, 9am – 5pm.

Salary (Pro-rata for part-time)

£17 – 19k according to experience

Purpose of the Role

Give and Take Care (G&TC) CIC / Heywood, Middleton & Rochdale Circle

Heywood, Middleton & Rochdale Circle (Rochdale Circle CIC) G&TC are both Community Interest Companies (CIC's) set up to deliver a scheme which will improve the social care model for older adults across the UK. It is an ambitious social innovation seeking to generate more care for the elderly by people in their local communities and more person-centred care. G&TC was started with seed funds from Innovate UK (IUK) that are helping the scheme establish itself for the first 25 months. G&TC has now entered its second year. G&TC is based on the idea of creating a 'Care Savings Account' that uses the currency of hours of care that each member of G&TC, known as Partners, can accrue by providing care to other Partners of the scheme. It is a time-banking scheme whereby people exchange care now for care later.

G&TC has four objectives:

- 1.To improve care and support for an increasing number of elderly people who want to continue to live in their own homes.
- 2.To achieve a major increase in the number of care-hours at times of day when care is most needed.
- 3.To encourage person-to-person contact in an era of smaller and fragmented families.
- 4.To reduce the proportion of public spending on domiciliary care.

G&TC will achieve its objectives by encouraging people to spend a few HOURS of care per week, usually for an individual living within walking distance; such 'arrangements' can last for weeks, months or years. What makes the scheme unique is that the G&TC 'Partners' receive credits into their 'Care Savings Account' denominated in HOURS (GATs), equal to the HOURS of service given. The purpose of building a credit balance, is to provide better prospects of care when the Partner requires care in the future (when they are over 60) by transferring GATs to the next generation of G&TC Partners. This is a way of incentivising people to care for each other whilst also creating additional resources and relieving public funds. This time-banking scheme has real longevity to help address the care crisis that will affect us all sooner or later.

Initially the scheme is available for befriending Partners and family carers.

G&TC is an exciting opportunity to deliver real innovation with anticipated social impact for the nation. The G&TC HQ team is small (8 people) working with several stakeholders: contractors, charities, advisors and associated organisations.

The Locality Co-ordinator role is key to the scheme's success in the community. Situated in the main HMR Circle hub office, the Locality Co-ordinator is employed by HMR Circle but delivers the G&TC scheme. G&TC are subsidising the post to the charity for the first year.

Locality Co-ordinator post:

The G&TC project has started in Twyford as its first Locality. The aim is to generate interest in the scheme in the local community and recruit Partners (CareGivers and CareReceivers) in Twyford. G&TC HQ staff will be working to expand into other areas across the UK. Locality Co-ordinators will be appointed by the charities/CIC's to work full time in each area and recruit and match Partners.

The Locality Co-ordinator will fully understand the scheme, promote it in the local community, recruit Partners, vet and train CareGivers, match Partners on the bespoke IT system, send monthly reports and give feedback on the running and uptake of the scheme to G&TC HQ.

The Locality Co-ordinator role is key to the success of each Locality (area with a cluster of associate charities/organisations). In this case, the Locality Co-ordinator will need to be proactive and self-motivated, willing to work alone and drive the promotion and uptake of the scheme without excessive guidance from G&TC HQ.

This is a varied role and the emphasis on different tasks will change as the project moves into different phases. The role requires sound communication skills, intermediate IT skills with an aptitude to learn a new IT database, social media co-ordination, negotiating and influencing skills, time-management, people skills, organisational skills, attention to detail and a passion for the bigger project itself.

We are a small team with a big mission and therefore a positive outlook and problem-solving mindset is fundamental. This role will report to the Director at HMR Circle, with dotted line reporting to the G&TC Regional Manager.

Accountable to: HMR Circle Director. Dotted line reports to G&TC Regional Managers, Directors and Project Manager.

Accountable for: Locality promotion, recruitment of Partners, vetting, training, monitoring training and vetting, matching Partners, re-matching, sending monthly reports and information gathering for evaluations.

Key Internal Relationships: Mark Wynn-Director HMR Circle, Leanne Chorlton-Operations Manager HMR Circle, .

Key External Relationships: Prof Heinz Wolff (G&TC Company Director), Dr Gabriella Spinelli (G&TC Company Director), Kam Severin (G&TC Regional Manager), Julie Bone (G&TC Regional Manager), Aimee Constant (G&TC Project Manager), Ed Varney (G&TC IT Architect), Christopher Rooney (G&TC Web and Social Media Designer), Anna Kozusznik (G&TC Office Manager and PA to Prof Wolff and Dr Spinelli).

Work of the Role

The success of **Give&TakeCare** depends on our ability to persuade people to become Partners in the locality. The successful candidate will promote and sell the concept in a variety of ways (including through maintenance of social media) and recruit CareGivers and CareReceivers. They will be the main point of contact for all Partners in the Rochdale and the wider Borough area on the scheme. Once Partners are recruited, the Locality Co-ordinator will match Partners on the database, vet (DBS) and train CareGivers, send monthly reports to G&TC HQ to reflect hours of care banked/spent between Partners, feedback any issues to the Regional Managers, monitor training and DBS updates for CareGivers, provide information to G&TC HQ for evaluations and co-ordinate the Assistant Locality Co-ordinator volunteers (inc. logging their hours of care given supporting with group activities for the elderly). The Locality Co-ordinator will also attend any regional meetings and launch/presentation events to represent the scheme with staff from G&TC HQ.

The successful candidate will have a strong sense of personal initiative and believe in the G&TC concept. Work both on and off site will be required.

Main Duties

Customer service

- Respond to Partner queries by phone, email, and post. Be proactive in responding to Partners, respectful, polite and positive.
- Reflect the values of G&TC and HMR Circle and conduct oneself professionally at all times.
- Dress appropriately for the role

Run the administration behind the Care Savings Account scheme

- Be the main point of contact for all Partners and applicant Partners in the Locality.
- Respond to Partner queries by phone, email, and post. Be proactive in responding to Partner communications.
- Provide all and correct sign-up paperwork to Partners and ensure all are fully completed at sign-up stage. This will include ensuring that safe vetting (including DBS) is completed with correct ID being checked, and storing copies of consent and sign-up forms securely at the office.
- Maintain awareness of stocks of sign-up paperwork and marketing materials and notify G&TC HQ ahead of time to supply more.
- Maintain paper and scanned copies of consent forms and sign-up forms for all Partners, safely and securely.
- Be responsible for the day-to-day running of the Care Savings Account on the bespoke IT database.

- Conduct matching of Partners on the IT database according to skills/needs, availability and proximity. Log agreed numbers of hours for Informal Care Partners.
- Introduce Partners and support them to arrange their introduction meeting.
- Input correct information on the IT database to reflect all Partner GAT arrangements.
- Amend GAT arrangements when notified of a change to arrangements and re-start when necessary.
- Contact Partners as soon as possible when a direct debit payment bounces back to ascertain and rectify the issue as soon as possible.
- Re-match Partner arrangements when requested.
- Respond to requests from Partners for access to their personal data held by G&TC or to close their Care Savings Account.
- Respond to requests from Partners to transfer a GAT balance to another person who wishes to participate in the Scheme.
- Assist other Localities with the transfer of paperwork and details for Partners changing area or transferring GATs.
- Make decisions on discretionary CareGiver cases when the applicant Partner is below the age of 60 and wishes to take part for health reasons.
- Send monthly reports to G&TC HQ on specific dates for the timely processing of monthly direct debit payments from Partners.
- Handle sensitive personal data about Partners, maintaining confidentiality and adhering to Data Protection Act requirements at all times.
- Co-ordinate emergency CareGivers for CareReceivers when needed (in cases of CareGiver illness or last minute unavailability).
- Co-ordinate the Assistant Locality Co-ordinator rota and input Assistant Locality Co-ordinator support appropriately into the IT system.
- Liaise with other nearby charities involved with the Locality activities.
- Ensure that Partners are covered by appropriate insurance – liaising with HMR Circle (employer).

Promoting, marketing and publicising the scheme

- Promote market and publicise the scheme in the local community: using only G&TC HQ produced or agreed marketing materials.
- Communicate the scheme to all potential Partners; know and understand the scheme in full detail and explain the terms and conditions to anyone interested in signing up.

- Proactively create opportunities to present the scheme to charity members or the public in the local community. Use persuading and influencing skills to encourage people to see the benefits of the scheme.
- Contribute feedback to G&TC marketing materials and request any specific materials needed for the needs of the Locality.
- Be responsible for the social media platforms for the Locality. Post relevant articles, updates, and tweets and promote the G&TC.
- Keep the Regional Manager and Project Manager updated on weekly promotional activities.
- Provide detailed feedback to the Regional Manager and Project Manager on how people receive the scheme when explaining the concept and details to them.
- Be available to support with any activities required for Locality Launch events such as planning meetings, sending invites, preparing marketing materials, gaining information.

Vetting and training of Care Givers

- Follow all Adult Safeguarding and DBS obligations and comply with all obligations required of the Charity and Locality Co-ordinator set out at Schedule 4 of the Collaboration Agreement.
- Ensure all CareGiver applicants (other than Family CareGivers) and Assistant Locality Managers are appropriately DBS checked, that DBS certificates are up-to-date and relevant ID is provided and checked before proceeding with any Partner care arrangements (In accordance with Schedule 4 of the Collaboration Agreement).
- Carry out DBS checks on Partners who apply without an existing DBS. Transfer application from paper form to the online application via the Umbrella Body accessed from the charity office (In accordance with Schedule 4 of the Collaboration Agreement).
- Ensure CareGiver applicants (other than Family CareGivers) and Assistant Locality Managers to register with the DBS update service for ease of annual DBS status checks (In accordance with Schedule 4 of the Collaboration Agreement).
- Undertake annual DBS update service checks on CareGivers (other than Family CareGivers) and Assistant Locality Managers to monitor suitability of CareGivers (In accordance with Schedule 4 of the Collaboration Agreement). Use database report system to ensure yearly update checks are conducted on all CareGivers at the right time.
- Lead and deliver the Adult Safeguarding training plan for all CareGivers (other than Family CareGivers) and Assistant Locality Co-ordinators (In accordance with Schedule 4 of the Collaboration Agreement). This may be by directing them to, and monitoring completion of E-learning or classroom training, or a mixture of both.
- Deliver Adult Safeguarding training to CareGivers and Assistant Locality Managers, once trained to do so by the Local Authority (Train the Trainer) (In accordance with Schedule 4 of the Collaboration Agreement).

- Support with training new Locality Managers when needed, off-site, by phone and/or email.

Complete training

- Complete all mandatory and additional E-learning as directed by the Regional Manager and Project Manager.
- Undertake Adult Safeguarding Training via the Local Authority at Level 1, Level 2 and then Train-the-Trainer Level.
- Undertake DBS training when available.
- Undertake any additional training as directed by the Charity Manager (Employer), the G&TC Regional Manager and/or Project Manager in the course of employment.
- Proactively read, understand and apply written guidance on policies and procedures relevant to the post. These will be supplied by the Charity Manager (Employer), the G&TC Regional Manager and/or Project Manager.
- Commit to continuous professional development.

Safeguarding

- Ensure all CareGivers are provided with basic information awareness leaflets provided by the Local Authority regarding spotting signs on abuse and how to refer any concerns.
- Refer any concerns of harm to an adult or removal of a CareGiver Partner from the scheme due to anticipated concerns or harm, to the DBS via the DBS online referral.
- Use the 'report and refer' Adult Safeguarding process to document and send any concerns around abuse of adults to the Local Authority.
- Follow the G&TC Adult Safeguarding process at all times.
- Share any concerns about Adult Safeguarding with HMR Circle (Employer) and the G&TC Regional Manager and Project Manager.

Knowledge and understanding of the project

- Understand the project: the problem G&TC seeks to address, phases of the project, how it will operate and the role of different key players in the scheme.
- Understand the G&TC journey so far and be aware of current team goals.

Team responsibilities

- Work with the HMR Circle Directors advice and support to deliver the scheme.
- Interface with NHS and Local Authority for critical cases (later project stage).
- Collaborate with the Care Quality Commission to assess standards of care (later project stage).

- Liaise with any relevant external stakeholders that arise as part of business development and collaboration opportunities.
- Work with the Assistant Locality Co-ordinators (volunteers) to support locality activities.
- Deliver training Assistant Locality Co-ordinators on the Locality Co-ordinator job tasks when they are supporting the role.
- Be a respectful, positive and proactive member of the team.

Evaluations and feedback

- Undertake checks on the quality of care being provided by CareGivers to CareReceivers through phone calls and home visits, and promptly feedback findings to HMR Circle Director (Employer) and G&TC. Minimum standard of four checks per quarter (by phone or pre-arranged home visit).
- Assist gathering information from the scheme for evaluations by G&TC, in the manner advised by the G&TC Regional Manager and/or Project Manager.
- Support the development and success of the Scheme by giving constructive feedback to G&TC about the progress of the Scheme in the Locality.

IT

- Learn and familiarise oneself with the Bespoke G&TC IT system (matching & recording of Partner arrangements) and key reports it produces.
- Regularly use Excel, Word and Outlook.
- Regularly use social media for managing the Locality pages.

General

- Work with the HMR Circle Director (Employer), G&TC project Directors, Regional Manager, Project Manager and any other appropriate stakeholders to deliver the vision and the growth of the scheme.

Effective Behaviours

- Community-oriented and self-motivated.
- Excellent time-management skills.
- Excellent communication skills – ability to persuade and influence a variety of different people.
- Good administration and IT skills.
- Excellent interpersonal skills to build and sustain relationships.
- Excellent organisational skills - ability to plan and organise own workload.
- Aptitude to learn quickly.
- Meeting deadlines.

- Good use of social media for business purposes.
- Attention to detail.
- Awareness of business as a whole.
- Ability to adapt/prioritise and be flexible around the challenges of a start-up like organisation.
- Values and promotes diversity in the workplace.
- Hardworking, trustworthy and reliable.
- Ability to work alone on own initiative.

Selection criteria / Competencies

Essential

- Must be proficient in written and spoken English.
- Excellent interpersonal and communication skills (written and verbal) including the ability to relate well to people at all levels within and external to the postholder's own organisation.
- Ability to prioritise and problem solve.
- Knowledge of charity sector and/or issues of ageing and the care crisis.
- Knowledge of how to communicate ideas to a range of different audiences.
- Strong organisational skills, with the ability to prioritise effectively.
- Ability to remain calm under pressure and to work to deadlines.
- Systematic in approach to tasks, with good attention to detail.
- Ability to know when to refer matters to management for assistance.
- Well versed in the use of modern office and administrative IT Systems including experience of MS Office (Word, Excel, PowerPoint) and content management systems such as Sharepoint.
- Aptitude to learn new IT systems and skills.
- Experience working as a team and alone, being self-motivated to achieve goals.
- Experience leading on team tasks.
- Experience building and sustaining important working relationships for successful results.
- Experience responding to challenges.
- Positive 'can do' attitude.
- Highly motivated, conscientious and ethical.

- Enthusiastic for delivering social change.
- Ability to adapt to changing circumstances.
- Flexibility to work beyond normal office hours at times of peak workload.

Desirable

- Experience in customer services, public or charity sector, and/or marketing/sales.
- Experience of Adult Safeguarding matters and managing volunteers.
- Experience of working at a similar level.
- Previous experience working on projects or working for a start-up organisation/company.
- Experience of training and supporting staff.