Job Description & Person Specification: Project Co-ordinator

|  |
| --- |
| Swan Advocacy supports and empowers people to have a voice, by ensuring access to quality, independent advocacy. We believe that everyone has the right to be heard & respected, the right to choice in decisions about themselves and the right to be safe. |

|  |  |
| --- | --- |
|

|  |
| --- |
| * The Project Co-ordinator is the central point of contact for the Living Well Advocacy Service.
* They deal with all new referrals whether made by professionals or clients and whether by phone, email, letter or in person.
* The Project Co-ordinator is responsible for all the project administration.
* They are responsible for the accurate record keeping and data reporting of the project.
* They recruit and support the project’s volunteers.
* The post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check.
 |

 |

|  |
| --- |
| Hours of Work:Part Time 22.5 hours: working pattern agreed on appointment. Post is home based with travel across Wiltshire.Annual Leave: 25days per annum plus Bank Holidays (or pro rata) |

|  |
| --- |
| Reporting to:Project Co-ordinator reports to Development Services Manager. |

|  |
| --- |
| Employees need to be flexible and adaptable to succeed in an organisation that prides itself on the delivery of individual advocacy driven by the needs of the client, whilst also meeting the needs of overarching contract requirements. You may therefore be required to undertake other duties, roles and responsibilities. |
| Responsibilities and Duties:* Project Administration: Editing and producing LWP’s, ordering stationary, printing materials for advocates, minute taking for meetings, keeping records up to date.
* Referral Taker: Take and process referrals, accurately recording information, communicate with Living Well Advocates in a timely manner.
* Data reporting: Create monthly data reports ensuring they are timely and accurate. Supporting Development Services Manager with outcome, evaluation and funding reports.
* Marketing and promotion: Ensure the project team has stocks of marketing materials and attend promotional events as required.
* Volunteer support: Recruit volunteers and offer them day to day support including expenses and admin. Ensuring a coordinated approach to communications with our volunteers.
* Team: organise team meetings and events where required.
* To understand individual and team responsibility for organisational and personal health and safety.
* To work in a solution focused way recognising individual and team responsibility for successful outcomes.
 |

|  |
| --- |
| Skills, Experience or Knowledge required for the role:* Administration including minute taking and report collation
* Knowledge of IT programmes including Word, Excel, Outlook and use of databases.
* Problem solving skills.
* An ability to work to deadlines.
* Self motivated with an ability to prioritise and manage own workload.
* A keen eye for detail and accuracy.
* An understanding of the need for confidentiality and sensitivity in some situations.
* An understanding of the importance of project support in a busy and challenging work environment.
* A commitment to the belief that everyone has a right to be heard, have choice and control, to be safe from harm and to live the life they choose.
 |