

Job Description

Job title:	Community Response Assistant
Location:	Office based in Sudbury, Suffolk
Duration:	1 year fixed term initially – possible extension, dependent on funding
Salary:	£21,500.00 pa
Hours of work:	35 hours Mon to Fri. Some meetings may be during evenings or at weekends
Reports to:	Head of Community Services
Responsible for:	Volunteers in Suffolk area
Job description last reviewed:	December 2022

1. CONTEXT AND PURPOSE OF ROLE:

- 1.1 Hourglass is the only charity, dedicated to calling time on the harm, abuse and exploitation of older people. We support older people experiencing (or at risk of) harm, abuse or exploitation, and work towards safer ageing and a fairer society for all older people.
- 1.2 We are seeking a Community Response Assistant to help take forward our new community response approach to supporting older people in Mid Suffolk. This is an exciting new role, presenting a unique opportunity to help us develop a responsive and person-centred approach to tackling and preventing the abuse of older people.
- 1.3 The Community Response Assistant will play a key role in helping to develop Hourglass's response to meeting the needs of the vulnerable older population and their communities in Mid Suffolk. The postholder will work closely with staff, volunteers and local communities to develop our local operations.

- 1.4 To provide information, advice and support on Hourglass' well-established national Helpline. Working as part of a team of staff and volunteers across the UK, you will provide support to older people and others from all 4 nations. Providing information via telephone, email and other online methods, you'll play a vital frontline role in providing immediate advice and support, as well as referring on to other sources of support and expertise.

2. MAJOR DUTIES AND RESPONSIBILITIES:

2.1 Community engagement activities

To carry out a range of activities to:

- raise awareness of the abuse of older people and Hourglass Mid Suffolk support services
- facilitate engagement from older people, their families and a range of partner agencies
- develop a comprehensive understanding of local issues within the community
- casework support for older victims of abuse

2.2 Community engagement activities will include:

- promotional activities in the local community, including developing links with local groups and agencies, preparing and distributing promotional materials, developing our social media presence, and hosting information stalls and attending relevant meetings and events
- keeping up to date with local issues and developments relating to older people, safer ageing and other relevant areas
- ensuring all charity information and promotional materials are up to date, accessible and shared with relevant people, groups and agencies
- supporting with the development of a regular newsletter.

2.3 Supporting Hourglass volunteers

To support the charity with the recruitment, induction and ongoing support of a team of volunteers. This will include:

- supporting with volunteer recruitment including placing adverts, dealing with applications, references, DBS checks and training plans
- ensuring volunteers have access to relevant training and reference materials
- booking rooms/venues for training events, and dealing with training-related requirements and administration
- coordinating dates for training events and support meetings
- regular communication with volunteers, including check-ins, updates and support and guidance.

2.4 **Helpline**

- To provide practical and initial emotional support to service users, assessing the nature of each call/enquiry and responding in an empathetic and supportive manner. To ensure service users receive advice and support which is appropriate to their needs in a non-judgmental manner and which clearly identifies realistic and achievable options.
- To explain safeguarding approaches to service users in a way that they can best understand, respecting their needs to receive as correct and as full information or advice as they are able to do, providing them with emotional support, and treating them with dignity and respect.
- To make safeguarding referrals and liaise on behalf of service users who request or require such support, pursuing conclusions that are satisfactory to the service user.

2.5 **Supporting the charity's fundraising functions**

To support the team with our fundraising objectives, including:

- identifying funding opportunities and building links with relevant partners, individuals and agencies
- contributing to fundraising events, initiatives and opportunities
- supporting our fundraising team with the administration, logging and analysis of fundraising data
- promoting fundraising campaigns and developments through various mediums.
- building relationships with local community groups and corporates to fundraise and build a pipeline of opportunities.
- Updating the Donorfy fundraising platform in a timely and accurate manner with key information and opportunities.

2.6 **Administrative functions**

2.7 To act as the first point of contact for Hourglass Mid Suffolk, including dealing with enquiries from older people, their family/carers, volunteers, and a range of groups and agencies.

2.8 Updating charity databases and records, including our database for logging Helpline and other records (Customer Relationship Management system) and our fundraising database.

2.9 Supporting the team with general administrative requirements, including scheduling meetings, arranging travel, filing, booking venues and other ad hoc duties.

3. GENERAL

3.1 The Community Response Assistant will also be expected to:

- travel throughout the local community, and occasionally other parts of England, to meet the requirements of the role
- work unsocial hours on occasions and be flexible with working pattern as and when required
- follow good practice and company policies relating to health and safety, risk assessment, safeguarding, data protection and confidentiality
- regularly liaise with other Hourglass staff and volunteers throughout the UK
- deputise for other staff as required
- complete any other duties which may be required, commensurate with the level of this post.

PERSON SPECIFICATION:

ESSENTIAL CRITERIA:

1. Excellent interpersonal skills and an ability to liaise and communicate effectively (both orally and in writing) with a range of people and agencies.
2. Experience of supporting volunteers and/or service users in a community support/engagement context.
3. Good understanding of social media and/or other promotional processes.
4. Proven administrative experience, with a good understanding of spreadsheets, databases, email and other packages/processes.
5. Strong organisational skills, and an ability to manage own workload, prioritise tasks, meet deadlines, and respond to emerging issues.
6. Excellent written and verbal communication skills.
7. Self-motivated, requiring minimal supervision.
8. Able to cope with challenging or emotional calls/situations; and ability to deal appropriately with sensitive issues, working within the organisation's confidentiality and data protection requirements

DESIRABLE CRITERIA:

1. Experience of uploading website content and/or newsletter production.
2. Understanding of issues affecting older people and/or adult protection.
3. Experience of voluntary work and/or community development activities.
4. Access to own vehicle.