



Time Together Project Coordinator Job Description and Person Specification

Working Hours:	Part Time 20hrs per week
Salary:	£15548 for a 20 hr. week (£27209 pro-rata for 35 hrs/week)
Contract:	Fixed term post to end of March 2025, extension subject to funding
Location:	UTASS offices in Middleton-in-Teesdale & Teesdale Day Clubs offices in Barnard Castle– offsite visits for activities and meetings required throughout
Reports to:	UTASS Manager & Teesdale Day Clubs Strategic Manager

Background

UTASS (Upper Teesdale Agricultural Support Services Ltd) is a local community support charity based in Middleton-in-Teesdale.

We began informally in 1993 in response to a concerning rate of suicides locally and were formally established in May 2000.

UTASS was created to support the agricultural sector, but over time has expanded to meet the needs of the wider community, whilst being careful not to lose our agricultural roots.

We work with communities across the Durham Dales, helping people gain access to the services, advice, and resources that they need to feel supported, connected, valued and more able to cope.

UTASS has a team of 15 part-time staff and is overseen by a board of 11 trustees. The charity is supported by regular volunteers.

More information about UTASS and the support we provide can be found on our website: www.utass.org.

Our Annual Impact Report can be found at [Annual Impact Report 2022 – UTASS](#)

The Teesdale Day Clubs provide support to mostly, but not exclusively, elderly residents in Teesdale villages to combat isolation, improve health & wellbeing, and to provide a source of information and support. UTASS & The Teesdale Day Clubs have been working together with other delivery partners, to identify ways in which people across Teesdale can be supported, whilst unable to access existing community-based activities. The partnership have developed a new project, now known as Time Together. This project will provide in-home support, through harnessing the energy of local volunteers, to people across Teesdale who are at risk of loneliness and isolation.

Job Purpose

This new role is an exciting opportunity to work together with partners and local volunteers to provide new opportunities for people living across Teesdale, through launching a new volunteer-led befriending service. The Time Together Project Coordinator will work with Steering Group partners to develop, manage and evaluate the new pilot befriending service. The Coordinator will manage and support the delivery of the service across Teesdale, ensuring the service runs smoothly, that volunteers are well trained and supported, and that clients receive the best possible service.

The Project Coordinator will be expected to:

- Coordinate the Time Together project
- Manage all client assessments and matching of volunteers
- Recruit, train and support volunteers to a high standard
- Work closely with partners on the Steering Group to ensure that the project is well evaluated, data and case studies are recorded and reported, and contribute to expansion and development plans for the project as required and requested
- Carry out effective networking activities in the community that good partner relations to support effective signposting and cross-referring

Main Tasks & Responsibilities

1. Coordinate the befriending project, providing a safe and person-centred, needs led service, ensuring that project targets are met in line with any funding arrangements or commitments.	
	Take responsibility for all day-to-day operations of the project, conferring with the Steering Group or individual partners as required for specific development decisions and actions
	Ensure that everyone involved with the project is compliant with adherence to all organisational and project policies and procedures as required, and specifically safeguarding
	Assist with/complete monitoring reports to funders/stakeholders as required
2. Conduct face to face assessments for each client's needs, considering their expectations from the service, any personal and health needs, suitability for service criteria, risk and health and safety factors in the home/environment, availability of volunteers and other support networks available to them.	
	Manage referrals into the project from referring agencies or self-referring families/clients, including management of waiting list and matching of volunteer to client
	Liaise with family members/next of kin when appropriate or required to ensure a smooth and safe service delivery
	Complete all referral and assessment paperwork, ensuring that clients are well informed about confidentiality, data protection, and the role of their volunteer
	Conduct regular reviews of the volunteer/client relationship, making interventions when required to ensure the safety and well-being of everyone
	Signpost and refer clients on when to alternative services when required
3. Recruit, train and support every volunteer to a high standard following national best practice and organisational policy for befriending volunteers, ensuring an appropriate match is made for each client, and that the volunteer is well informed and well supported in their role.	

	Undertake any networking and communications required to attract and retain volunteers
	Ensure volunteers are appropriately informed, have completed all application paperwork, car and DBS checks prior to taking up their volunteer role
	Ensure volunteers have attended training or information sessions to the best of their ability prior to taking up their volunteer role, paying particular attention to their understanding of the boundaries of their role, confidentiality, safeguarding; and ensuring that volunteers have a clear understanding of how to access support for themselves to ensure that their own wellbeing is safeguarded and protected
	Provide regular (approximately monthly) support to each volunteer, either by phone or face2face, and monitoring monthly update reports
	Provide regular opportunities for volunteers to meet (virtually or face2face), access additional training opportunities, and learn from each other
4.	Work closely with partners on the Steering Group to ensure that the project is well evaluated, data and case studies are recorded and reported, contributing to expansion and development plans for the project as required and requested.
	Assist with the development of the project, refining project systems and procedures during set-up and early pilot stages of the project
	Work with the Steering Group to ensure the continual improvement of project systems, services, and delivery mechanisms
	Collect as much data, anecdotal feedback, testimonials and case story information as possible from both clients and volunteers; collating, sharing and distributing this information as required and appropriate
	Contribute to planning discussions and taking forward agreed actions
5.	Carry out effective networking activities in the community that ensure the maintenance of good partner relations and partnership working to support effective signposting and cross-referring to all other local agencies, ensuring that both clients and volunteers have the best possible experience and access to the most appropriate support available.
	Making available to volunteers and clients any additional information about services available locally
	Attend any local network meetings as appropriate to ensure continuous and good partnership working
	General
	Always acting in the best interests of the lead charity and the befriending project. Supporting Steering Group members, trustees of the lead charity, and line manager to maintain good relations with the public and all external parties and agencies
	To comply with all organisational and project policies and procedures, national legislation and including General Data Protection Regulation (GDPR) and charity law
	To undertake any other duties commensurate with the role as required and agreed with the line or organisational manager

Annual Leave Entitlement: 28 days including bank holidays (pro-rata).

Pension: Pension scheme operated in line with auto-enrolment requirements.

This post is supported by: County Durham Community Foundation through the Know Your Neighbourhood fund, Pioneering Care Partnership and Teesdale Action Partnership

Person Specification

Education and Training	Essential	Desirable
'A' Level or above - or equivalent Evidence of job-based experience in similar or skill-transferable roles is always considered	√	
Skills and Competencies	Essential	Desirable
Excellent organisational and time management skills	√	
Ability to develop positive working relationships within a team. A good team player	√	
Ability to work in a self-directed manner and act upon own initiative, responding proactively to changing situations.	√	
Ability to collate information and prepare reports		√
Ability to keep accurate clear written and financial records	√	
Effective communication skills (oral & written) with the ability to present information to a wide range of individuals and groups	√	
Sensitivity and empathy to the challenges sometimes facing UTASS's client group	√	
Confident with computer and IT use, including Microsoft 365, video conferencing and social media	√	
Deal with issues in a professional manner	√	
Car driver with access to own transport	√	

Knowledge	Essential	Desirable
In depth knowledge of the Teesdale area		√
Knowledge and understanding of working with rural communities and/or farming families	√	
An understanding of the needs of older, lonely, or other vulnerable people living in a rural community	√	
Knowledge of legal compliance: Health & Safety, Safeguarding and Data Protection policies and procedures		√
Knowledge of local networks		√

Experience	Essential	Desirable
Experience of organising or developing any type of community service or project		√
Experience of managing a project or team; ensuring consistent successful delivery of activities and achievement of outputs & outcomes		√
Collaborative working with partner organisations to develop productive working relationships and achieve shared outcomes	√	
Volunteering and working together with volunteers		√

Personal Qualities	Essential	Desirable
A warm and friendly demeanour	√	
Values and beliefs which are aligned with the work of UTASS	√	
Passionate and self-motivated and a 'can do' proactive approach to work	√	
Inventive and imaginative with ability to generate new ideas	√	
Flexible approach to work, recognising the need to work flexibly to meet the needs of the role and rural communities	√	

Please note this role is subject to an Enhanced DBS check.