



Good Neighbour Coordinator

Urram is seeking a supportive, caring, and creative coordinator to lead our Helping Hands Befriending Service, and other voluntary Good Neighbour Schemes. This role is ideal for someone who is passionate about the wellbeing of people in West Lochaber and interested in preventative health and wellbeing strategies.

You will work closely with the Urram team to identify suitable befriending matches, connect with community groups, and collaborate with local support services—supporting meaningful relationships, making a real difference to our communities. You will support the development of other volunteer based services, under the idea of being a ‘Good Neighbour’ such as helping to put the bins out, or one off activities that help contribute to positive health and wellbeing.

You will also engage with the Community Link Worker and other local activity groups to expand the reach of the Helping Hands service, ensuring more people receive support tailored to their needs. An understanding of care and support services is desirable. We’re looking for a team player who is also confident working independently, with a compassionate approach and a commitment to inclusive, creative thinking.

Our Vision:

Urram aspires to enhance the lives of those in our rural communities by ensuring individuals and families have the opportunity and support to be nurtured, stay healthy and are able to experience excellent quality of life at all ages. Where health disadvantages do occur, we aim to succour both mind and body in their familiar surroundings, assisting caregivers and those in need of care.

Our Values:

Respect: Urram means respect, and this will be our watchword. We will respect those we work for, those who work for us, our environment and our communities. Our services will:

- Encourage individual and community collaboration in their design.
- Focus on preventative support.
- Will be person led, ensuring dignity.
- Will support independence.

Accountability: Everything done by Urram must stand the test of scrutiny by its members, the general public, and all our stakeholders.

Integrity: This is a hallmark of all personal contact between Urram team members and stakeholders. Integrity is key in the use of all information acquired in the course of Urram’s duties and discussions.

Urram’s team structure

Development Manager - responsible for development of Urram, (including Dail Mhor), fundraising for Urram's work and support of activities. Line manager for team members. Oversees befriending service and social and activity groups.

Transport Manager- responsible for the delivery of Urram's (Hospital) Transport Service and Car Club. Plays a role in the delivery of the befriending service.

Transport Officer- responsible for the day-to-day delivery of the Transport Service.

SiRD Project Officer- Responsible for delivering the Support in the Right Direction project, plays a role in the delivery of the befriending service.

Social and activity groups coordinator- responsible for the coordination and delivery of all social and activity groups. Plays a key role in developing new opportunities and contributes to the Local Care Model Project.

Administrator and Team member- Provide essential administrative support to Urram. Support projects, services and initiatives as required.

Whilst each team member has specific areas of responsibility and expertise, we expect all team members to be an ambassador for Urram, taking a turn of holding the phone calls, being able to effectively signpost enquiries, as well as occasionally meeting with service users and offering support. Keeping an eye out for funding opportunities, local events and opportunities for promoting Urram's activities is everyone's job.

The role is grant funded by Highland Hospice, The National Lottery and HTSI. Whilst we fully expect the role to grow and develop it is entirely dependent on continued grant support and future relationships with statutory providers.

Main Tasks

Coordinate Services

- Coordinate the Helping Hands Befriending Service- Processing referrals, organising initial assessments within the team, agreeing service needs with service users and matching befriendees with appropriate volunteer befrienders. Ensure risk assessments are carried out in client's homes as required and take action to control any identified risks.
- Monitor and complete service reviews.
- Keep accurate records of volunteers and service users, ensuring all relevant information is captured for service delivery and reporting purposes.
- Work with volunteers to ensure activity reports are submitted and be responsible for maintaining records and processing any actions required.
- Identify areas where Good Neighbours could be effective, developing and designing volunteer services to meet the needs of our communities.
- Recruit, retain and supervise volunteers
- To work effectively as a team member in providing and facilitating a high standard of support in the community.
- Always maintain the confidentiality of information about clients and volunteers, treating all those you come in to contact with respect and courtesy, maintaining dignity and respecting individual needs and differences.
- Signpost clients to other Urram services or appropriate agencies, as and when required.
- Arrange support/training meetings for Urram Helping Hands Befrienders volunteers.
- Be self-motivated and use initiative when necessary.
- Advertising and promoting the service, contributing to the monthly De Tha Dol article.

- Expand the service, by working closely with the Community Link Worker, and other community groups and activities. Supporting referrals to attend existing groups, by linking with a befriending volunteer.

Engage with people

- Work closely with the Urram team.
- Be an ambassador for Urram, ensuring good knowledge of services to signpost members of the public.
- Continually recruit volunteers for all service, utilising informal conversations and own networks.
- Host tea and chat, and community lunches as required.
- Liaise with Highland Hospice and participate in quarterly review meetings and attend Highland Hospice training and networking opportunities as appropriate.

Additional tasks and responsibilities

- Recruitment and management of Urram volunteers, including PVG signatory and checking references for all volunteers.
- Identify, set up and deliver new opportunities for social groups, as funding and budget allows.
- Contribute to collecting and recording all relevant data and cases studies for reporting and evaluation purposes.
- Deal with volunteer expenses, passing to the treasurer for prompt payment.
- To identify funding opportunities (with the Board and colleagues) to develop services and so extend the job beyond the current hours and fixed term offered.
- Attend training and meetings with other Urram Colleagues and board members as required and submit brief operational updates prior to board meetings.
- Reporting to and working closely with the Urram Development Manager. Providing project evaluation, feedback and case studies required for funding reports.
- Meeting and supporting clients as they wait to be matched with a befriender, in lieu of a volunteer.
- Any other tasks as they arise to contribute to the smooth running of Urram.

Person Specification

<i>The successful applicant should be able to demonstrate:</i>	Essential	Desirable
Skills		
Be self-motivated and able to use own initiative	✓	
To work effectively as a team member to provide and facilitate a high standard of support in the community.	✓	
Excellent listening skills along with good verbal and written communication skills	✓	
An open and transparent communication and working style/manner	✓	
Commitment to enhancing the lives of those we work with in a fair and equality focussed manner	✓	
Solutions focussed	✓	
Familiarity with Microsoft Office 365 and social media	✓	

Ability to work on your own with 'light touch' supervision, good organisational skills and ability to work to deadlines	✓	
Ability to work flexi- hours (occasional evenings and weekends) as community meetings and working with volunteers may take place out with normal office hours.	✓	
Ability to work within a disperse remote team	✓	
Understanding of Health and Social Care Partnership working		✓

Experience		
A good knowledge of the west Lochaber area, ideally including Acharacle, Ardgour, Morvern, Sunart and West Ardnamurchan		✓
An interest in care services for our elderly or isolated residents	✓	
A working knowledge of the Scottish social care system and self-directed support		✓
A desire to make our communities stronger	✓	
Previous experience of developing community-based services		✓
Fundraising experience		✓
Understanding of, or experience in social/community enterprise and /or income generation in a third sector environment.		✓
Ability to treat all people with respect and courtesy, maintaining dignity and respecting individual needs and differences.	✓	
Understand the importance and have the ability to maintain confidentiality.	✓	
Able to drive	✓	

Employer / Commissioner:

We will consider applications from those wishing to be employed by Urram, or we may consider from those who are self-employed as a temporary measure, but the aim is to create an employed post.

Reporting to:

Urram (Gaelic - 'respect') Urram has a volunteer Board of Trustees, is a registered SCIO, office address is Dail Mhor, Strontian, PH36 4HZ.

This role will report to a member of the Urram Board which comprises representatives from all five community councils and other individuals.

Currently this is the Treasurer, Jenni Hodgson, Morvern.

Salary:

£14 per hour, 14 hours per week.

Pension contribution where agreed – 3%

Hours of Work:

The hours will be flexible, including evening work, but Time Off in Lieu (TOIL) will be recorded and given. (Monthly timesheets will be completed and submitted to the line manager.)

Holiday Pay:

You will be entitled to 5.6 weeks holiday per year pro rata.

Sick Pay:

Statutory only.

Fixed Term Contract:

Immediate start for 12 months, subject to satisfactory performance. (It is anticipated that this role will extend past 12 months, subject to funding)

Payments:

By BACS monthly in arrears.

Place of Work:

Applicants will work from home.

Most meetings will likely be via Zoom or Teams although face to face meetings will be encouraged where possible and practicable.

Allowances:

Mileage to attend weekly events across the Peninsula will be paid at 45 pence per mile.

Out of pocket expenses can be claimed for consumables, travel to meetings.

A mobile phone is required for lone worker regulations.

Closing Date and how to apply.

10th September at 12pm.

Please complete an application form and return to louise.white@urram.scot.

For an informal conversation or if you have any questions please phone Louise on 01967750061.

Interviews are likely to take place the week beginning the 15th of September.