

Job description



Side by Side Coordinator

Main purpose of job

The Side by Side Coordinator has responsibility for the management, coordination, administration and successful delivery of the Side by Side service.

The Side by Side service is a new, innovative service that uses a volunteer model to enable people with dementia to retain hobbies and interests or to take up new ones and get out and about, making them feel part of their community and encouraging access to everyday places and universal services. Through access to such services, Side by Side will look to build networks of community support that stretch beyond the formal, one to one volunteer support arranged through the service.

Alongside this, Side by Side will encourage people with dementia to identify their personal strengths and abilities and consider how they could use these within their community, with volunteers supporting them to realise these goals.

The service will support people with dementia to make informed choices on how they spend their time and encourage people with dementia to maintain independence, autonomy and cognitive abilities for as long as possible.

On an individual basis, support will be provided will be in line with each individual's person centred support plan.

This service involves trained volunteers, (and may involve employees), providing agreed support to a person with dementia in the service user's own home, over the phone and/or in the local community. The service provides agreed one to one support, based on an assessment of need in line with the service, for people with dementia to continue with personal hobbies and interests and support with daily living and other activities. The service is not a registered service and therefore does not provide personal care as defined by the Care Quality Commission (England); Care and Social Services Inspectorate Wales and Regulation and Quality Improvement Authority (Northern Ireland).

Position in organisation

Reports to the Services Manager

Dimensions and limits of authority

- Responsible for the recruitment, training and overall management of volunteers, (and employees if required).
- Responsible for the delivery of a consistent, quality and compliant service

- Responsible for liaising with relevant statutory and voluntary organisations in the area in relation to the service.
- Responsible for the successful promotion of the service, attracting people with dementia and maintaining agreed levels of service use.
- Responsible for demonstrating the needs of people with dementia and their carers at local forums / events where required.
- There is no budget related responsibility but the post holder will support the budget holder to ensure the service is provided within budget.

Duties and key responsibilities

- Actively promote the Side by Side service using a range of methods and with the support of the central Services Marketing Team in order to recruit volunteers, attract service users and to continually develop opportunities to expand the service.
- Maintain an adequate team appropriate to meet local demand, (and contract requirements where relevant), and to be responsible for the recruitment and selection of volunteers (and employees where required).
- To ensure volunteers, (and employees where required), are adequately inducted, trained, supported and supervised in accordance with relevant policies and quality standards and to be responsible for the appraisal, development and performance management of everyone supporting the service.
- To recruit and develop 'Volunteer Coordinators' a volunteer role that will support delivery of the Side by Side service.
- To consider how volunteers can support all elements of service delivery and recruit/develop roles accordingly. To lead and inspire all volunteers involved in the service.
- To be responsible for the day to day administration of the service including rotas, managing expenses, maintaining files and accurate recording of data in the relevant system.
- To be responsible for providing a service within internal and external quality framework standards and within service boundaries, including ensuring risk assessments are in place for the service and managing volunteers, (and where relevant employees), to maintain professional boundaries.
- Ensure referrals to the service are handled in a professional and timely manner, Ensure every service user has a person-centred assessment, has identified their individual outcomes and has an agreed person-centred support plan in place.
- Ensure service user needs and support plans are reviewed according to service standards and in response to changes in service user need.
- When appropriate, to signpost and/or refer service users to a range of suitable other Society and external services including signposting and facilitating access to more appropriate services for those service user's the service can no longer support.
- To proactively reach out to those who may not otherwise access our services
- To ensure service user files and records are well maintained and to a high standard according to Society policies.
- To manage lone working and out of hours working in line with relevant policies.
- To raise the profile of the Society and its services through marketing and publicising activity.
- To develop networks with partner organisations and assist in raising awareness about dementia and the way it affects families and individuals, and to participate in local events, such as conferences.
- To ensure the service develops a proactive approach to encouraging and enabling ongoing service user feedback to inform service improvements and development and to ensure the service is formally evaluated annually and findings are used to improve the service.

- To promote organisational learning
- To contribute to the preparation of financial summaries with the budget holder to contribute to the overall financial reports

Organisational responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification



All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form and interview process.

Education and qualifications

- Minimum NVQ Level 3 or equivalent.
- Qualification in Community Development such as City & Guilds or SQA Award in Community Development *
- To have attained NVQ level 3 in health and social care and/or management or equivalent and be prepared to work towards level 4 *

Skills and experience

- Demonstrable experience of working in services that have a focus on independence, empowerment and capacity building.
- Understanding of the importance of independence, empowerment and autonomy to good health and quality of life.
- Experience of recruiting, managing, supporting and developing volunteers.
- Experience of community development values and process.
- High levels of experience in person centred services and approaches to assessment, support planning and service delivery.
- Understanding of the value and unique contribution of volunteers to support services for people with long term conditions. Understand the value of volunteering and recognise the importance of the role of volunteers in enabling people who are living with Dementia.
- An ability to recognise and celebrate the role that volunteers play in communities and in organisations.
- Experience of providing a service in a support or care environment
- An understanding of the needs of people with people with long term conditions.
- Knowledge and understanding of dementia*
- Good time management skills and ability to prioritise work demands
- Good communication and listening skills
- Knowledge of relevant legislation including the Health & Safety and the Mental capacity Act *
- Experience of working with statutory and voluntary agencies and an ability to network and build pathways.
- An understanding of the need for service user confidentiality
- IT skills including Word and Excel
- Experience of record keeping and report writing

Personal attributes / qualities

- Able to travel independently within the service area
- Able to work flexible hours
- Empathy sensitivity and encouragement
- Able to take an enabling/empowering approach to volunteer development

- Non-judgemental communication
- Passionate about volunteering and committed to a volunteering ethos.
- Interpersonal skills and an ability to build and maintain relationships.
- Commitment to and understanding of equal opportunities
- Understanding of the inclusion agenda and its relevance within a diverse society
- Able to act as a representative of the organisation externally

Criminal records check

This post may be subject to a satisfactory criminal records disclosure from the Disclosure and Barring Service (DBS). For Northern Ireland this post may be subject to a satisfactory criminal records disclosure from Access NI. For further information on the Society's criminal records check policy email

recruitment@alzheimers.org.uk