**LCC Community Trust**

Job Title: Social Supermarket Coordinator

Responsible to: Lead Trustees, Program Manager Lynsey Agnew

Hours: 37 hours per week, incl. weekend and evening work

Salary: £24,000pa + pension

**The Role**

The Social Supermarket Coordinator will provide and lead a team of volunteers to recruit clients and develop support within the Social Supermarket. You will be responsible for ensuring all newly referred individuals receive high quality, person centred support. You will lead and support practice development within the team and will provide coaching and mentoring to team members. You will assist in the delivery of the organisation's programs and services. This includes directly working with team leaders, and/or providing guidance, support, resources and tools to volunteers. You will be responsible for putting in place personal development plans for clients and ensuring they are followed through. With support from the organization, you will oversee the membership / recruitment to the project and record and keep account of progress and complete regular evaluations.

**Primary Duties and Responsibilities**

Coordinate the Social Supermarket program/service

* Evaluate the risks associated with each client and take appropriate action to control the risks associated.
* Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
* Liaise with the existing 77 referral agencies and develop the relationships within the local community to open up our services to a wider remit and engagement. Key to the role is adopting a proactive approach to build a positive and engaging relationship with Local Authorities and all other stakeholders.
* Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation through befriending team services, CAP Release, Probation Board.
* You will ensure the well-being of clients and promote their development. A key component of this role is to assist clients in their physical, social, emotional and daily life skills development. This increases their independence and allows them to function appropriately in the community
* Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance Social Supermarket effectiveness.
* Determine strategies to move the program forward, set goals, create and implement actions plans, and evaluate the process and results.
* Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Coordinator of Volunteers will perform some or all of the following duties;

* Work from the goals and objectives set out within the trust document which reflect the mission / ethos of the organisation.
* Communicate the vision of the organisation to the volunteers to enhance program / service delivery future.
* Conduct ongoing evaluation on the delivery and services provided by volunteers and implement improvements as necessary.
* Administer necessary forms and records to reflect funding evaluation criteria.

Engagement of clients, volunteers, referral agencies

* Build upon and develop protocol for potential clients, volunteers and referral agencies to ensure the best match between the needs, skills, qualification, and interests of the clients and the needs of the organisation.
* Ensure that clients and volunteers receive the appropriate level of supervision and pastoral care
* Assist with conflict resolution among clients, staff and volunteers according to established procedures. Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

**In addition the post holder will be expected:**

* To identify their own training needs and ensure that these are incorporated into a personal training plan in order to improve job performance and personal and professional development.
* To exercise proper care in handling, operating and safeguarding any equipment or appliances provided and issued by LCC Community Trust for the post holder’s individual or collective use in the performance of his/her duties.
* To carry out any other responsibilities that reasonably fall within the scope of the post holder and to assist with any reasonable duty at the request of the Board of Trustees.
* Coordinator of volunteers / Overseer may be required to work some evenings and weekends.

**Additional Information**

* All staff must familiarise themselves with all the Policies and Procedures of LCC Community Trust and work within both procedural and legal frameworks including Health and Safety and Equal Opportunities, Discipline Procedures and Confidentiality.
* In particular all staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Adults and Children and section 75.