

# Vision & Hearing SUPPORT

## Project Coordinator, Community Voice Application Pack

A Partnership Project between:

**Vision & Hearing**  
SUPPORT



The project Coordinator will be employed by  
Vision & Hearing Support

Funded by



#IAmConfident



# About Vision & Hearing Support

## Our Vision

A vision and hearing loss community that is **informed**, **empowered** and **resilient**.

## Our Mission

1. **Empower** our community by giving them the tools they need to live independently and make positive decisions.
2. Help our community overcome adversity by increasing **resilience** and wellbeing.
3. Ensure our community are **informed** by providing first class information, advice and guidance.
4. **Influence** positive change locally, regionally and nationally for our community through strong stakeholder and relationship management.

## Our Values

### **Supportive**

We respond and adapt to the needs of the Vision and Hearing loss community. We respect and value all our community equally. We are committed to working together to achieve shared goals.

### **Trustworthy**

We are accountable. We are open and honest in our approach. We are reliable, act with integrity and do what it takes to support those in need.

### **Caring**

We are friendly and warm. We take time to listen and promote inclusivity. We treat everyone with dignity and respect.

### **Professional**

We are passionate and strive to be the best. We actively seek new ideas and innovation to bring about positive change. We rely on evidence to make our decisions. We challenge ourselves to be bold and resourceful. We are determined in the face of adversity.

## **Project Coordinator**

Vision and Hearing Support delivers a range of activities and services to support those living with sensory impairment in Gateshead and South Tyneside.

VHS has secured funding from the National Lottery Community Fund to deliver a network of activity, led by service users and supported by Peer Enablers and Volunteers. The project has been funded for two years and is a Partnership between VHS, Your Voice Counts and BlissAbility.

The project Coordinator will play an integral role across the Partnership to oversee the successful delivery of the project and manage the staff team of three Peer Enablers, one in each organisation, and a Volunteer Officer.

You will establish a robust project and performance management framework and develop excellent relationships with colleagues, volunteers and partners. You will work closely with the external evaluation team to ensure data is captured and a range of voices are heard. Your role will be particularly involved in shaping project delivery and outcomes in response to community needs. You will support the Team to respond quickly and effectively in response to feedback and evaluation findings.

The Project Coordinator will be employed by VHS and work across Gateshead and South Tyneside. The role will work closely with colleagues from the Partnership and the wider Charity to enable us to meet the funding and organisational outcomes.

The role will also work with teams across Vision and Hearing Support and the Partnership to ensure clients are able to access and benefit from the support offered by the organisations.

**You can find an application form at [www.visionandhearingsupport.org.uk](http://www.visionandhearingsupport.org.uk)**  
or you can telephone Vision & Hearing Support on 0191 4785959;

or you can email [contactus@visionandhearingsupport.org.uk](mailto:contactus@visionandhearingsupport.org.uk) (Please ensure you include the Job title within the subject heading).

If you need the form or pack in an alternative format, please let us know.

**For an informal discussion about the job please email Carol McAllister, Operations Manager, [carol.mcallister@visionandhearingsupport.org.uk](mailto:carol.mcallister@visionandhearingsupport.org.uk)**

**Closing date for applications is: 9:00 am Monday 20<sup>th</sup> June 2022**

## **JOB DESCRIPTION**

<b>Job Title:</b>	Project Coordinator
<b>Responsible to:</b>	Operations Manager
<b>Responsible for:</b>	Volunteer Officer Peer Enablers x3
<b>Location:</b>	Gateshead/South Tyneside
<b>Hours:</b>	35 per week
<b>Salary:</b>	£22,600 FTE

### **Function**

The Project Coordinator will be responsible for a small project Team across a partnership of three Charities. The role will oversee the performance and delivery of a Lottery Community Fund project designed to learn from beneficiaries and develop networks of community based support.

### **Main Tasks**

#### **Partnership & Collaborative Working**

1. To establish a good working relationship with colleagues within BlissAbility and Your Voice Counts and support the whole project Team as it is established.
2. To work with the Peer Enablers and partners to support the delivery of network activity.
3. To connect with wider stakeholders to ensure activity is connected and promoted across South Tyneside and Gateshead
4. To ensure the principles of the Partnership Agreement are supported and adhered to.

#### **Recruitment, Development and Supervision**

5. To harness the skills of the project Team to meet the needs and aspirations of beneficiaries
6. You will ensure safer recruitment procedures are followed within the project recruitment (volunteers).

7. You will develop a robust Equality Diversity and Inclusion plan for the project
8. You will maintain excellent communication and feedback with the Team, Partners, evaluators and stakeholders through a range of mechanisms including formal meetings and informal events, training and workshops.
9. You will provide day to day supervision and line management support, in line with our organisations culture and values.

### **Evaluation, Publicity and Reporting**

10. To work closely with external evaluation consultants ensuring qualitative and quantitative information is available, accurate and relevant.
11. To establish a performance framework ensuring grant reporting requirements are met.
12. To review outcomes and outputs on a regular basis through Charity Log and produce case studies and information for publicity materials
13. To continuously review progress and adapt delivery approaches to ensure the project's success
14. To record and submit financial records for project expenditure and maintain the day-to-day project budget.
15. To actively promote, publicise the projects activities, achievements and success through a range of media including digital, press and flyers.

### **General Activity**

16. To liaise with, promote and support the Partnership's range of services and signpost to other relevant services as appropriate.
17. To ensure all service user information is accurately captured and maintained in line with GDPR.
18. To promote the Partnerships services in conjunction with the respective business plans.
19. Attend team meetings and training relevant to the post and statutory requirements
20. To represent the organisation effectively to external organisations and to participate as required in local, regional and national events.

21. To work as an effective member of the VHS team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.
22. It is a requirement of all staff that they:
- Work to support the values of the charity. These promote respect of service users recognising their skills and entitlement to choice, dignity and independence.
  - Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
  - Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the VHS Health and Safety at Work policy and any local codes of safe working practices.
  - Comply with the requirement of the charity's employment policies and procedures.

### **Special Requirements**

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

The role will be delivered in a variety of locations, including service users' homes, places of work, local community etc, therefore a driving licence, access to a vehicle for work purposes and willingness to travel is required.

**We are a Committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake an enhanced criminal record check and proof of identity will be required.**

## PERSON SPECIFICATION – Community Voice Project Coordinator

	Essential	Desirable
<b>EDUCATION</b>		
GCSE grade A*-C Maths and English, or equivalent qualification	x	
Level 3 qualification in Health & Social care or Community Development (or equivalent)	x	
Proficient use of the Microsoft Office suite of programmes	x	
Knowledge of any database or CRM systems (e.g. Charity Log, SalesForce or others)		x
Staff management qualification		x
Coaching qualification		x
<b>SKILLS</b>		
A good understanding of both the practical and emotional needs of service users with sensory impairments and/or other disabilities.	x	
Excellent Partnership working and ability to build strong professional relationships at all levels.	x	
Excellent organisational and project management skills with the ability to manage own workload, work independently, organise multiple tasks and achieve results without close supervision.	x	
Excellent staff management skills and ability to motivate a diverse staff team	x	
Creativity and resourcefulness to help identify solutions to problems	x	
Excellent communication skills at all levels, including written and verbal	x	
Ability to produce engaging on and off line media articles for a range of audiences	x	
<b>EXPERIENCE</b>		
Proven management/ supervision experience	x	
Budgeting and Financial controls	x	
Partnership working and collaboration	x	
Report writing and record keeping	x	
Monitoring and reviewing individual progress	x	
Project Evaluation		x
Experience and knowledge of health and care systems		x
Experience and knowledge of community engagement	x	

Experience of running project level publicity x

**ATTRIBUTES**

Ability to develop relationships with internal and external contacts x

Must possess high standard of integrity x

A commitment to promoting equality and diversity x

A flexible approach and willingness to learn and develop x