



1st floor, Twickenham Library, Garfield Road, Twickenham, TW1 3JT
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HANDS Help A Neighbour In Distress Scheme Reg. Charity Number: 1185942

Main Purpose of the Role of Co-ordinator

Hands is a small, local charity, delivering a range of services in Twickenham and St Margarets, to clients who are mainly older people in need of practical help. The Coordinator supports the Trustees in strategic planning and delivery of the charity's objectives, and oversees the day-to-day running of the office, managing an Administrator and team of dedicated volunteers. The Coordinator will also liaise with clients and partners and monitor and evaluate the service we provide.

Key Relationships

Clients and their families, office staff, our volunteers in the community and the Trustees. Also Social Service teams, Richmond Council for Voluntary Services (RCVS), other local care providers and I.T. support.

Key Responsibilities

Service development and management

- to be responsible for the day-to-day smooth running of the office and co-ordination of the work of the office and community volunteers
- to ensure clients and volunteers receive appropriate training help, advice and information
- to recruit volunteers and complete their induction including DBS checks and ways of working guidelines
- to support and oversee volunteers and ensure that regular and appropriate use is made of their individual skills
- to meet with the HANDS volunteer befriending co-ordinator on a regular basis
- to develop and promote projects and services offered by HANDS
- support the Board of Trustees in identifying ways to achieve HANDS objectives and supporting the strategic objectives and decisions of the charity.
- to organise social activities including local outings for small groups of clients
- to liaise with local statutory authorities and keep abreast of legislation and local matters which may affect operations

Monitoring and compliance

- to oversee and develop new and increasingly digital data management systems
- to ensure office processes are GDPR compliant
- to develop and maintain appropriate processes and policies
- to collate data and compile statistics relating to service usage including quarterly reports to Community Independent Living Service (CILS)
- to assist the Trustees in writing the Annual Report

Meetings

- to attend and report to Trustees meetings as appropriate
- to arrange quarterly office meetings with staff and the Office Volunteers
- Regular check-in with Chairperson on ongoing activity
- Regular meetings with the Befriending Coordinator
- to co-arrange and present a report to the Annual Meeting followed by a social event for volunteers
- to arrange an annual volunteer social evening or smaller social events as appropriate
- to attend regular meetings with local neighbourhood care groups, statutory services and other care providers

Communication and publicity

- to write and produce newsletters for both clients and volunteers, at least bi-annually
- to assist the Trustees in updating the website, leaflets and posters and creating new publicity material
- to participate in events such as volunteer recruitment fairs and the May Fair
- to represent HANDS when required which may occasionally be at weekends or out of office hours.