

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are connected, joining assets to community knowledge, creativity and inspiration. We are helping VCSE organisations of all shapes and sizes be heard and play a part in solutions, not just highlight community problems.

We have grown significantly in the last 11 years but are still agile enough to respond to the communities need, not prescribe the same methodology *'because that's what has always been done'*.

We are sustainable in our own right. Whilst developing others, we have ensured we had one eye on our own platform, securing £3m in assets and generating an average of £800k turnover a year in earned income to by masters of our own destiny and focus on the Wow not Woe in our communities across the Hull and the East Riding.

Covid 19 has provided us with an opportunity to share our way of working further, and in the East Riding we are seen as a community lead and the *Go to Charity*, now more than ever. We are proud to say we now have the strongest charitable board in the region, and likewise we have a team of highly skilled and proactive charity leaders.

In response to Covid-19, we set up CallER Collective: a telephone service to provide befriending and companionship to people who were lonely, vulnerable and shielding throughout the lockdown period, delivered by a team of volunteers. It quickly became apparent that there was a bigger need for befriending across our region so we are now going through a period of development to decide what CallER Collective will look like in the post-covid world.

To ensure that CallER Collective continues to grow and provide this vital service, we are recruiting a CallER Collective Co-ordinator.

Working closely with the Head of Shared Resources and Community Producer for Volunteering, Enterprise and Training, the CallER Collective Co-ordinator would be responsible for the day to day running of CallER Collective, ensuring that it continues to meet the needs of the people of the East Riding.

Role Profile

1. **Job title:** CALLER Collective Co-ordinator
- Location:** HEY Smile Foundation, providing support across the East Riding
- Reports to (Job Title):** Head of Shared Resources/Community Producer Volunteering, Enterprise and Training
- Salary scale:** £18,800 to £21,500 pro rata
- Working Hours:** 30 hours per week
- Contract Duration:** 6 months fixed term with a potential for extension subject to funding
- Closing date:** Midnight on Tuesday 6th October 2020

2. Purpose:

To ensure the day to day running of CALLER Collective. Helping people to connect across Hull and East Yorkshire.

3. Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is not done too but done with communities.
- Continually develop your skills to meet the needs of our evolving community needs.
- Be agile in your working, continually developing your skills to meet the needs of our evolving communities.
- Continue to help position Smile as the 'Go To' Charity in Hull and East Yorkshire.
- Support the continued development of our online platform Beecan as a shining light for trusted information, and access to resources.
- Develop case studies and impact reports, to ensure we are displaying our value to the VCSE groups across the East Riding.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives
- Maintain an up to date knowledge of national best practice, policy and guidance for the VCSE.
- Represent HEY Smile and the Hive at strategic meetings across the region and at times nationally.

- Undertake all other reasonable requests made via the CEO and Heads of Department.

4. Key role responsibilities

Triaging new befriending lists.

- Calling referrals to ensure that they are suitable for CallER and are indeed, interested in the service
- Assessing whether the person is suitable
- Being confident in making the decision around who should access our service

Lead on recruitment of volunteers to ensure there are enough volunteers to fulfil the needs of the service.

Ensure all volunteer records are kept up to date.

Write, deliver and develop key training for volunteers.

- *This includes an induction, refreshers, safeguarding and any other training as necessary*

Liaising with Social Prescribing re-referrals.

- Ensuring that they are paused when the service is at capacity

Matching up befrienders and volunteers.

- Using information gathered from triage and volunteer profiles to try and create a good match
- Reviewing this to ensure that the relationships are working

Managing and supporting the CallER Volunteers.

- Be there to answer their calls/queries
- Feedback to them on progress of escalated cases
- Hold weekly catch ups
- Thank them appropriately
- Assess their need for further training and development
- Record their hours with their key voluntary organisation

Liaise with The One Point to ensure that the phone line is efficient/working correctly

Work with internal support, Social Prescribing, safeguarding etc. to escalate concerns and ensure they are resolved quickly and efficiently.

Monitor record forms to ensure that all requests/concerns are dealt with as quickly as possible.

Create weekly/fortnightly/monthly reports on CallER Collective for stakeholders and internal comms

- How many live relationships/how many volunteers/how many calls etc.

5. Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise resources efficiently
- (Development of skills) Training requirements for communities to which you are engaged
- (Finance) Development of budget requests to Head of department to fulfil desired outcomes
- (Time management) Prioritisation of your own time to meet outcomes
- Escalation of work to Heads of department

6. Outcomes based

HEY Smile are working towards being outcomes focused. There is a lot of learning and development still to be concluded, but with this in mind your contracted hours are 30 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However the way in which you distribute these hours across your working week is flexible, and strong communication with your Head of department is key.

7. Knowledge, skills and experience required by the job holder:

Taking on a role with Smile you will be seen as a leader in the East Riding voluntary, community and social enterprise sector, delivering capacity and capability support. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Excellent communication skills in particular verbal communication and good written communication to a variety of people (volunteers, service users, council leaders, NHS teams etc.)	Cover letter/CV and interview
Self-motivated and able to work under own initiative.	Cover letter/CV and interview
Ability to write concise reports, case studies, blogs	Cover letter/CV and interview
Experience of developing, delivering and evaluating training courses or workshops in community settings	Cover letter/CV and interview
Experience supporting volunteers, managing their development needs and safeguarding responsibilities.	Cover letter/CV and interview
Ability to form and maintain appropriate relationships with cross sector organisations	Cover letter/CV and interview
Ability to manage own priorities and manage own workload to agreed deadlines, budget and quality standards.	Cover letter/CV and interview
Good general IT skills, in addition be able to professionally operate meetings via, Zoom, Microsoft Teams and Skype.	Cover letter/CV and interview
Be confident in dealing with difficult situations	Cover letter/CV and interview
Desirable	Assessment
Experience of working with databases and customer relationship management systems	Cover letter/CV and interview

You must have a full driving license and access to a car. Although the HEY Smile offer flexible working, the place of work will remain HEY Smile Head Quarters, Queens Gardens, Dock Street, Hull, HU1 3AE.
**Parking is not available*

Please get in touch if you would like to have an informal conversation to find out more. We'd love to hear from you. Please contact:

Nick Middleton
Head of Community Development
nm@heysmilefoundation.org
07801 895933

To apply for this role, please e-mail your CV with a covering letter/e-mail to
recruitment@heysmilefoundation.org

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters. Document date: September 2020