**Cheers Drive: Project Beneficiary Coordinator**

**Job description and person specification**

**Specifics of the role**

**Contract**: Permanent

**Working hours**: 37.5 hours per week (fewer hours will be considered, minimum of 30 hours per week)

**Salary range**: £23,000 - £27,000 subject to current job evaluation process scheduled for completion in late Summer.

**Leave**: 33 days (pro-rata, inclusive of bank holidays)

**Responsible to**: Cheers Drive Project Manager

**Location**: St Pauls, Bristol

**Conditions**: Enhanced DBS required

**We offer**: Flexible working; 5% workplace pension

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we are passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

**Our values**

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| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**About the role**

A key role in a small team delivering and developing of our innovative Cheers Drive food provision project. Working alongside another Project Coordinator and reporting to the Project Manager, the main tasks for this role will be supporting our beneficiaries and jointly managing the volunteers.

Cheers Drive is currently supporting around 200 people experiencing homelessness in Bristol with prepared meals and food parcels. This service was set up in response to the COVID pandemic and is expected to continue in its current format until July 2021.

Caring in Bristol is committed to continuing and refocusing the work of Cheers Drive to create a long-term sustainable service that supports people experiencing homelessness to move away from crisis and towards independence under the working title ‘A Longer Table.’ We’re looking for a Project Coordinator to support the development and delivery of this work, building on existing learning and partnerships to get a new service up and running.

This is a fantastic opportunity for a creative and organised Project Coordinator who is passionate about the power of food, to shape and deliver this exciting new service.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name* – *Cheers Drive Project Beneficiary Coordinator*

**Main tasks and responsibilities**

**Supporting beneficiaries**

* Manage referrals from partner organisations, identifying risks and ensuring our services are appropriate for them.
* Act as main point of contact for beneficiaries.

*Specific to continuing delivery of Cheers Drive*

* Liaise with key hotel partners (Second Step, St Mungo’s) re beneficiary food requirements: numbers, dietary requirements.

*Specific to new services for A Longer Table*

* Lead on engagement work with all beneficiaries:
  + Create individual engagement plans.
  + Arrange and carry out regular check-ins.
  + Provide any additional support required, where appropriate.
  + Signpost beneficiaries to other services as required.
* Record all beneficiary engagement on our database in line with GDPR regulations.
* Review beneficiary monitoring data on a regular basis with the Project Manager to ensure progress and identify beneficiaries requiring additional support.

**Volunteer management**

Together with the ‘logistics’ Project Coordinator:

* Manage the recruitment, induction, and retention of volunteers.
* Act as first point of contact for volunteers and manage communication including writing a regular newsletter.
* Schedule and manage the volunteer rota.
* Coordinate provision of training and support for volunteers.
* Develop our volunteer offer for people with experience of homelessness.
* Work with other volunteer coordinators to develop volunteer management processes and systems that are best practice and consistent across the organisation.

**Partnerships, communications, and development**

* Develop and maintain strong working relationships with our partners to ensure the project is reaching the intended beneficiaries and meeting their needs.
* Act as first point of contact for the services, communicating with a range of stakeholders including volunteers, partner organisations, beneficiaries and the general public.
* Work closely with the comms team to ensure consistent comms across the services and assist with meeting our fundraising target.
* Support the Project Manager with the development the new services:
  + Develop a Theory of Change.
  + Develop the project plan.
  + Create a project delivery timeline.
* Support the Project Manager with continuous review and improvement of the service.

**Health and safety**

* Support the team with maintaining comprehensive records to demonstrate adherence with all safety and health requirements.
* Keep up to date with guidance on working safely in the current environment.

**Reporting, monitoring and evaluation**

* To report on progress and development to the Project Manager in a timely manner and agreed format.
* To develop and maintain the volunteer database, ensuring data is accurate and GDPR compliant.
* Support the evidencing, monitoring, and evaluating of our services and establishing a culture of learning through doing, in relation to an agreed work plan.
* To keep accurate records of beneficiary data as appropriate, including measuring their progress and development.
* Assist with the preparation of internal and external reports, including for funders.

**Other responsibilities**

* Promote the aims and objectives of the Charity and present a positive image of it through good public relations, communications with visitors, beneficiaries, guests, people who use our services and the local community.
* To follow organisational policies and procedures and observe the Code of Conduct.
* To actively participate in and attend supervisions, annual appraisal processes and identified training.
* To actively support our general fundraising, social media and marketing.

**Essential skills and experience**

We expect you to meet most of these criteria. However, we don’t expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

* Experience of delivering successful projects and services as part of a team.
* Experience of managing and motivating a team of volunteers.
* Experience of working in partnership with other groups and organisations in innovative ways to achieve social impact.
* Experience of supporting vulnerable people to achieve beneficial outcomes.
* Experience of identifying and safely managing any safeguarding concerns.
* Experience of working with food in some way, and a solid understanding of how food can be used as a tool to engage and support people.
* Strong communication skills, with the ability to build rapport quickly and maintain effective working relationships with a range of stakeholders.
* Strong IT skills including the Microsoft Office suite, including Excel, and experience of using databases.
* Solid organisational skills including consistency, accuracy, and an eye for detail.
* Experience of monitoring and evaluation processes and the safe handling of data.
* Experience of recording and analysing data to assess impact.

**Values and behaviour**

* Personally committed to Caring in Bristol’s vision and values and collaboration-focussed method of work.
* Committed to reflection and learning, including sharing failures and uncertainties; openly taking feedback from the team and members of the community on your behaviour and work.
* Brings ideas for improvements and is open and honest in all communications where relevant and appropriate.
* Awareness of your own needs: the homelessness sector can be challenging – you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team, and we are keen to nurture an environment where no-one feels worried about asking for help or support when they need it.
* Resilience working under pressure, ability, and willingness to both give and take constructive feedback.
* Willingness to work the odd evening or weekend as needed, with a flexible working policy.
* Growing levels of self-awareness, including an understanding of how your background has shaped the opportunities afforded to you and how you relate to people from different backgrounds to you.
* Willing to develop emotional intelligence, including a growing ability to empathise with and appreciate others, creating opportunities for those you work with to grow.
* A passion for social justice and to change Bristol for the better.