

Job Description

Job Title:	Social Inclusion Service Co-ordinator
Reports to:	Senior Social Worker
Responsible for:	Social Inclusion Support Worker
Location:	CISWO Pontypridd office based with peripatetic delivery across designated communities (regional coverage tbc).
Grade:	5
Salary:	£23,454 (0.8 FTE – 30 hours per week).
Job type:	Permanent
Full/Part Time	30 hours per week (flexible working required).

Job Purpose

To support the design, development, and delivery of a social inclusion outreach service. The role will source venues and resources to provide social inclusion services for former miners, their families and those from mining communities.

The role is responsible for managing the Social Inclusion Support Worker, coordinating the social inclusion outreach services, engaging and assessing service users, and delivering a varied programme of meaningful activities to reduce social isolation, improve wellbeing and build community engagement.

Key Responsibilities

- Create, deliver and continually develop a holistic, inclusive, accessible and stimulating activity programme across multiple community locations.
- Ensure services are person-centred, safe, and responsive to a wide range of physical, cognitive and emotional needs, adapting provision accordingly.
- Create a safe and welcoming environment which promotes engagement, including serving meals and refreshments to service users.
- Take a proactive role in safeguarding; escalating and reporting concerns to the Senior Social Worker and liaising with the Personal Welfare Team as required.
- Support and co-ordinate a delivery team, including freelance activity providers and volunteers.
- Develop and maintain administrative systems for monitoring, evaluation and reporting purposes – producing high-quality reports and outcome data.
- Operate a contactless payment device and/or cash and maintain appropriate records to account for all transactions

- Co-ordinate logistics and resources related to mobile service delivery, including venues, catering, staffing, and equipment.
- Establish and maintain positive partnerships with local stakeholders, agencies, venues and referrers to increase the reach and impact of the service.
- Promote the social inclusion outreach service to potential service users and wider stakeholders through targeted marketing, publicity and referral strategies.
- Continually review the service provision with the Senior Social Worker, making recommendations for improvements to service quality, service user engagement, promotion and marketing, staffing capacity and requirements, overall service delivery and catchment areas.
- Ensure compliance with health and safety legislation, including checking and contributing to risk assessments as needed, and maintaining accurate records.
- Support the Senior Social Worker and Service Manager with budget monitoring, financial transactions and resource allocation related to the service.
- Attend training, staff meetings and external forums relevant to the role.
- Any other duties as reasonably required to meet the objectives of the organisation.

Skills/Qualifications/Experience

Essential:

- Experience of designing and delivering outreach or community-based programmes within health, social care or third-sector settings.
- Excellent planning, organisational and problem-solving skills.
- Knowledge and empathy regarding issues affecting older people, disabled adults, socially isolated individuals and their carers.
- Experience of safeguarding vulnerable adults and related protocols.
- Demonstrable ability to engage and motivate individuals with varying levels of need.
- Strong verbal and written communication skills, including report writing.
- Proficiency in Microsoft Office and data management systems.
- Full UK driving licence and access to a vehicle.
- Excellent team working skills, with a strong work ethic and flexible and creative approach to service delivery.
- Good standard of education, with GCSE or equivalent (grade C or 4, or above) in Maths and English. Evidence of additional learning.

Desirable:

- Qualification in social care, health, community development or related discipline.

- Experience of managing projects or services, including staff or volunteer supervision.
- Experience of budget management and service evaluation.
- Knowledge and understanding of former coalfield areas.
- Food hygiene qualification.
- First Aid qualification.
- Experience of undertaking health and safety risk assessments.
- Basic knowledge of the Welsh language.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job.