**JOB DESCRIPTION: RAPHA SERVICES SUPPORT OFFICER**

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| **Post/Job Title** | **Rapha Services Support Officer** |
| **Reporting to** | Rapha Services Manager |
| **Based** | Jericho Foundation, 196-198 Edward Road, Birmingham, B12 9LX |
| **Salary** | NJC PAY SCALE: 5 point 8. £20,493 pro-rata |
| **Hours** | 14 hours per week worked flexibly each week |
| **Contract** | Fixed Term Contract until March 2022, with the possibility of extension |
| **Benefits** | 25 days annual leave + 8 public holidays (pro-rata).  Contributory pension scheme  Access to Care First – Employee Assistance Programme |

Bethel Health and Healing Network is an award-winning charity that works with the most vulnerable people in society. Bethel Health and Healing Network runs to main services. Doula Service and Rapha Listening Service providing practical, emotional and spiritual support to community groups.

**Summary of Role**

The Rapha Services Officer will work within the parameters outlined in Bethel’s Strategic Plan collaborating in partnership with local groups, consortium and charities. Responsible for recruiting and managing a team of volunteers, accurate record-keeping of the progress of the project and outcomes for clients,

The role will include preparing reports and statistics and contributing to the future sustainability of the project. To support the Rapha Services Manager in raising awareness of the work of the project and its profile, to ensure clients’ voices are heard and listened to. A person with good communication and administration skills and development experience in a community engagement or social care/health environment would be best suited to this position.

**Responsibilities and duties**

* 1. Conduct client initial assessments face to face or by telephone/zoom and match with volunteers
  2. Ensure volunteers complete relevant paper work and upload to lamplight
  3. Provide updates for Bethel Committee Meetings
  4. Update lamplight regularly with referral forms, initial assessments, notes, case studies, volunteer/client records and feedback forms
  5. Regularly review and respond to volunteer’s needs and requests
  6. Prepare Reports for the Project Manager
  7. Coordinate additional virtual well-being and training sessions for volunteers and clients
  8. Administer Petty cash
  9. Support service day to day administration
  10. Support Project Manager to promote the service
  11. Work closely with Bethel’s administrator

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualification** | Vocational qualification in a relevant subject (e.g. community development, health, mental health, social care etc.) or equivalent experience. |  |
| **Experience and Knowledge** | Experience of developing and supporting community and/or health projects and developing collaborative partnerships.  Experience of managing and/or working with volunteers and/or interns.  Experience of collating service user monitoring information and ability to keep accurate records of work output and financial expenditure for the purposes of review and service development.  Experience of working in a multi-ethnic, multi-faith setting. | Experience of working with disadvantaged client groups.  Experience in a health environment and/or in a community setting.  Some knowledge or experience of recruitment and training |
| **Skills and Abilities** | Good listening, verbal and written, communication and interpersonal skills and a friendly and non-judgmental attitude towards vulnerable people.  Computer literate (word processing, PowerPoint, spreadsheets, email and internet), CRM systems.  Ability to show flexibility and work under direction and be a team member. | An ability to work with a diverse group of people.  Customer service, skills. |
| **Competencies & Behaviours** | An understanding of a variety of cultures, together with an understanding of how a change in culture can isolate and affect an individual.  A level of self-motivation and initiative, as lone or proactive work is a major part of the role. |  |
| **Other** | Satisfactory Enhanced DBS check.  In sympathy with the Christian ethos of Bethel Health and Healing Network.  Willingness to adopt a flexible working pattern. | Current, clean driving licence and car insured for business use.  The ability to communicate in a community language. |

Rapha Services Support Officer will be responsible for receiving and responding to calls via the Rapha mobile phone. The telephone service operates 12 hours per day and whilst we don’t expect Rapha Services Support Officer to be available outside of their contracted hours the phone should be diverted to the Administrator’s number or an alternative dedicated numbers which will be provided.

Bethel Health and Healing Network are committed to safeguarding and promoting the welfare of children and vulnerable adults.  All applicants will be vetted for their suitability to work with these groups where required. Applicants for posts that are exempt from the Rehabilitation of Offenders Act will be asked to undertake a Disclosure and Barring Service (DBS) check. Any offer of employment and continued employment will be contingent upon satisfactory vetting results and checks made prior to and during employment where required.