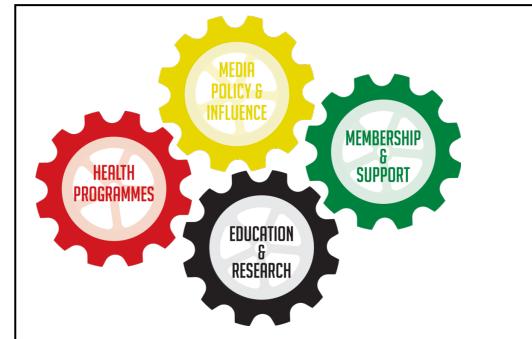


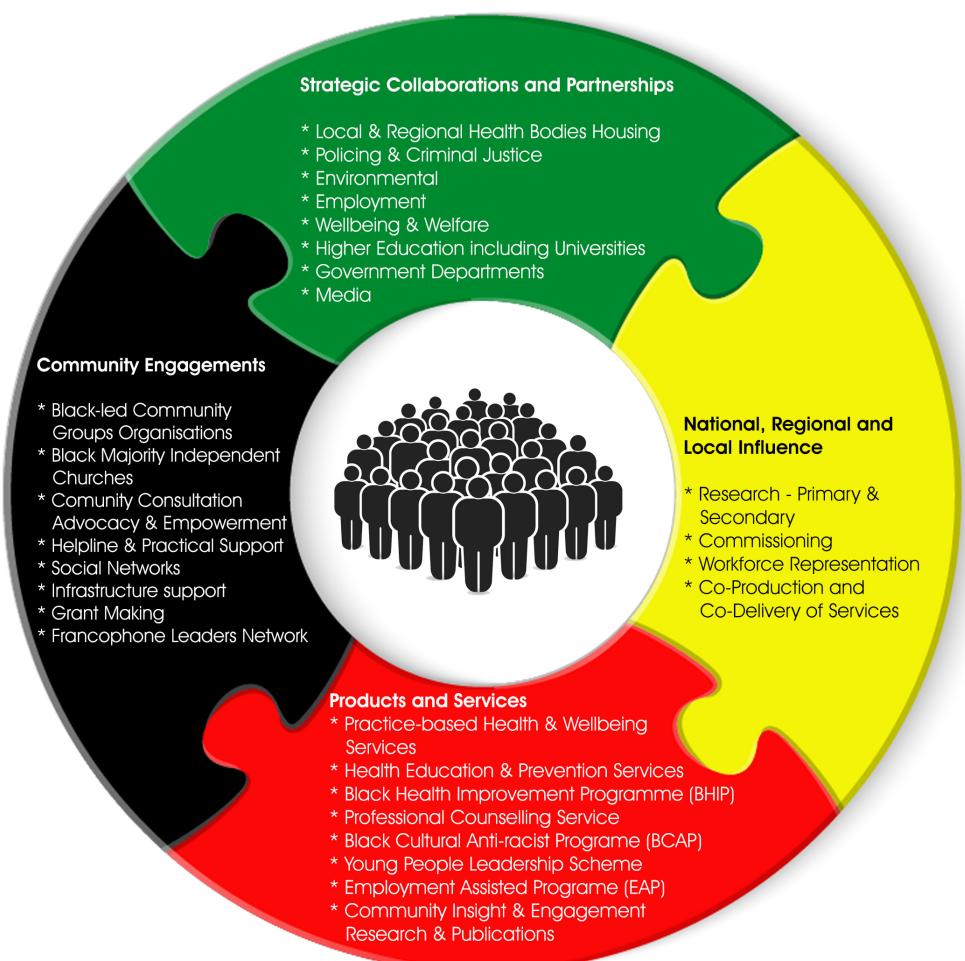
Background

CAHN is a Black-led organisation set up to address the wider social determinants to reduce health inequalities for people of Caribbean & African in Greater Manchester and beyond. We work with the Black community and cross-sector organisations to build community resilience, relationships and a social movement to reduce health inequalities.



CAHN's **vision** is to eradicate health inequalities within a generation for Caribbean & African people.

Our **mission** is to lead strategic engagement to change the unhelpful practices of service providers, commissioners, and member organisations to influence policy and practice to ensure racial and social justice is a focus of health and other sector service reform in our region.



Job Description

Job title: Volunteer Co-ordinator – Covid Chats

Accountable to: Community Engagement Manager

Type of Position: 12 months Fixed Term

Work hours per week: 35 hours per week

Employment Start Date: May 2021

Location: Ideally Greater Manchester (or ability to travel occasionally)

Salary: £23,369 - £24,491

Deadline: 12th May 2021

Submit application to hr@cahn.org.uk

Application Contact: To discuss any queries about the application please contact sandy@cahn.org.uk or telephone 07853 984563.



About CHEM

COVID Health Equity Manchester (CHEM) is a system wide group with representation from the Manchester City Council (MCC), Manchester Health and Care Commissioning (MHCC), Primary Care, Manchester Foundation Trust (MFT), Manchester Local Care Organisation (MLCO) and VCSE senior leaders, those from Black, Asian and Minority Ethnic and Disability sectors.

The purpose and remit are to reduce the risk of transmission of Covid, severe disease and death among groups of people who have been identified from local demographics as most at risk, including:

- Black, Asian and Minority Ethnic communities
- People born outside the UK or Ireland
- People in specific occupational groups
- Disabled people
- Inclusion health groups e.g. Asylum Seekers and Refugees, Gypsies & Travellers

The work of the group is necessarily one of rapid response, community engagement and involvement, learning and building COVID resilience. Our Manchester approach to COVID recovery will be one of investing in our VCSE and social enterprise sector, to build resilience and economic growth.

Purpose of the role

- To understand issues at a local level and build trust with community partners that can act as a trusted source for targeted populations
- To identify trusted sources and help us understand cultural drivers of behaviour, enabling us to provide more accessible and relevant health messaging
- To collate and analyse issues raised by the community so that communications and activities can be tailored accordingly.

General and Key Responsibilities

Objectives

The objectives of the volunteer coordinator will be to ensure that volunteers are recruited from diverse backgrounds and affiliated to trusted organisations to support the work of CHEM outlined above. The role holder will ensure that the programme has a coordinated approach with stakeholders and partners building on similar work that is already taking place in the City. In addition, it will be the responsibility of the volunteer co-ordinator to ensure all volunteers identified to deliver COVID Chats receive appropriate training and support from the programme.

Key Responsibilities

Leadership and Management

- Develop and manage relationships with external stakeholders including schools, general practice, faith organisations, voluntary, community and social enterprise sector organisations (VCSE) and businesses to recruit volunteers
- Work collaboratively with stakeholders so they understand the role of the volunteers and the contribution they can make
- Ensure that volunteers recruited to deliver COVID chats are from diverse backgrounds with lived experience and affiliated to trusted organisations
- Embed good practice in volunteer coordination, training, motivation, recruitment, and safeguarding
- Ensure that all volunteers identified to deliver COVID Chats receive appropriate training and support from the programme
- Coordinate, develop and deliver appropriate training in partnership with Manchester Adult Education Service (MAES) for volunteers to be successful in their roles
- Monitor and review volunteers to ensure they receive enough support and achieve their goals and priorities
- Plan and host knowledge sharing and social sessions for volunteers as appropriate
- Act as a central point of contact for volunteers and for the coordination of volunteering enquiries
- Familiarise volunteers with their understanding of the Covid Health Equity Manchester (CHEM) Group and networks, its audience, membership, and work

Communication and Engagement

- Engage and consult with partners to ensure best practice in recruitment of volunteers to ensure diverse representation across the highlighted communities
- Raise the profile of the CHEM Network and the aims of the volunteer programme, acting as an ambassador for change that addresses Covid health inequalities and vaccination coverage
- Work with the CHEM group to support the design and development of a range of culturally competent materials and opportunities for engagement with residents in accessible formats to promote Covid vaccine coverage and its volunteer programme, including the use digital
- Develop and deliver culturally competent community events and organise workshops and talks that promote vaccine coverage
- Utilise place-based networks and brokerage services to promote the volunteering programme
- Share experiences and learning with other volunteer co-ordinators within the programme

Monitoring and Evaluation

- Ensure that volunteer roles, guidelines, procedures, record keeping, and evaluation systems are followed and maintained
- Provide data and written reports for internal and external reporting as required

Health and Safety

- Ensure that all programmes, activities, and events are developed and conducted in line with Health, Safety and Safeguarding guidelines, conducting any necessary risk assessments as required

Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Experience & Skills	<ul style="list-style-type: none"> • Educated to Degree-Level (or equivalent) • At least one year's relevant experience of working in a community/ health/care environment. • Experience of leading small groups of people • Experience of managing and analysing information and experience of producing clear, concise reports. • Experience of working with people (potential service users as well as other health professionals), across large, diverse and geographically dispersed areas. • Experience in presenting to individuals and groups of people. • Experience of using mailing systems and relationship- management systems, or willingness to learn. • Strong IT skills in software packages i.e. Word, Access, Excel (including preparation of charts and tables). • Experience in using Zoom, Microsoft Teams or other virtual meeting platforms. 	E E E E E E E E E E E E E E E
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	<ul style="list-style-type: none"> • Interest in empowering volunteers and minority communities. • Flexibility to represent CAHN for some evening and weekend events/presentations. • Full driving licence and own car will be required for community engagement work. • Strong interpersonal skills, with the ability to communicate effectively at varying levels within the organisation, as well as with external suppliers and stakeholders. • Strong project management skills with an ability to prioritise, manage a varied workload and work to deadlines. • Able to sensitively manage the complex topic of health inequalities and its causes. 	E E E E E D
Communications, behaviours and transferable skills	<ul style="list-style-type: none"> • A strong demonstrable command of written and spoken English. • Excellent communication skills with the ability to proofread, write and copy-edit for a range of purposes, styles and audiences. • Ability to influence others including volunteers and staff to contribute to the success of events and work in general. • Ability to exercise initiative and good judgement in selecting a course of action to solve day to day problems and to know when to refer a problem to others. • Ability to remain calm (including on the day when dealing with logistics of complex events) and helping others to find solutions. • Ability to work with minimal supervision and to make autonomous decisions regarding own workload, including effectively dealing with peaks and troughs in the work cycle. • Ability to plan and prioritise own workload to meet multiple deadlines. • High level of accuracy and attention to detail in all aspects of work. • Experience of reviewing processes and procedures in 	E E E E E E E E E E D

	<p>order to improve outcomes or improve efficiency.</p> <ul style="list-style-type: none"> • Ability to build networks with a wide range of colleagues • Proven ability to develop a sense of community through good communications outputs. • Willing and able to work collaboratively as part of a small team, as well as independently. • Willingness to work flexibly, including occasional evenings and weekends to support events. • Passion for preventing health inequalities in the Caribbean and African community and an interest in the cause 	E E E E D
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E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.