

Radlett Reform Synagogue

Job Description

Community Support Worker

Responsible to:	Senior Rabbi
Liaise with:	Clergy Team, Synagogue Team, Volunteers, External bodies
Hours:	15 hours per week
Job Purpose:	To co-ordinate support to those members in need of support To co-ordinate, develop and manage a team of volunteers delivering key services and support To engage with members across the Community through the creation of effective support networks

Key Responsibilities/Duties

Working with Volunteers

- To recruit, develop and manage a group of voluntary team leaders for each area of support across differing demographics (e.g. bereavement, hospital visits, new parents etc) who, in turn, recruit and deploy their own team of volunteers
- Ensure that Team leader receive appropriate training for their area
- Develop clear procedures and standards in order that volunteers understand their remit and that the support provided to those in need is consistent and appropriate, maintaining confidentiality
- Hold regular review and supervision sessions with Team Leaders ensuring support offered is monitored and facilitating the sharing of best practice
- Set up and maintain confidential record keeping processes
- Develop an understanding of the key skills and knowledge of volunteers in order that they are best equipped and skilled to deliver support

Liaison

- In consultation with Clergy team identify key cases and agree on appropriate support level, highlighting those in need of spiritual support
- Ensure a regular meeting process is in place with the Clergy team to discuss key activities/cases and agreement of next actions/steps
- Refer on cases to outside professional agencies when required (Social Services, Jewish Care etc)
- Actively work with Clergy team to identify key groups who might benefit from support activities
- Work in collaborative manner within the Radlett Reform community areas to establish and maintain strong Community links
- Co-ordinate regularly with the Volunteer group sharing assistance, support and advice when required
- Liaise with office team for administrative support

Internal

- Assess incoming cases and assign to the appropriate person
- Develop, implement and maintain an electronic database. Information from the database to be used to support planned activities, e.g. set up processes for follow up, identify lists of members for bi-annual calls etc
- Upon request attend and report to Board/Exec to report on work undertaken
- Provide relevant report for AGM purposes
- Ensure all relevant and required authorisations (e.g. DBS) are in place for the volunteering teams
- Monitor and evaluate the success and effectiveness of the support provision and make recommendations for future outcomes
- Ensure full understanding of benefits system in order that information can be shared with members as required

External

- Ensure that the service provided by the Community Support Team is pro-actively promoted within the Community
- Pro-actively seek out and develop relationships with external agencies and Organisations
- Attend welfare meetings as appropriate hosted by Movement for Reform Judaism
- Understand how professional help organisations operate and know when and where to forward on cases
- Creativity/Innovation
- Develop local support networks for members in need of help and support and manage expectation of those receiving the volunteer support
- To be pro-active and creative in the delivery of services available to members
- Raise the profile of Community Support and Link services within the Radlett Reform community
- Monitor external activity and develop support and information services relevant to current needs

Key qualities:

Strong MS Office skills – particularly for database set up and maintenance

Integrity, confidential and impartial

Flexibility both in terms of personal approach and ensuring that working hours are appropriate to needs of volunteering groups

Ability to work across differing groups of volunteers, being mindful of demographics

Strong personal organisational skills