### Memory Cafe Coordinator

**Job Description**

**Responsible to**: TTVS Deputy CEO

**Salary**: TTVS Scale 1 £20,043 pro rata per annum

**Length of Contract**: 12 months

**Hours of Work**: Two days per month, primarily Fridays when the Memory Cafe runs.Some flexibility may be required to suit the needs of the post. With potential scope to increase depending on funding.

**Holidays**: 23 days pro rata plus Bank Holidays pro rata plus 2 additional non statutory days between Christmas and New Year pro rata.

**Location**: TTVS Office Bideford. This role will involve travel across the Torridge district.

**Background**: TTVS (Torridge Voluntary Services) is an innovative and collaborative charity supporting and providing leadership to voluntary and community groups in Torridge, along with a number of projects aimed at putting people front and centre. The project has emerged from the clearly expressed needs of older people and responds to well evidenced lack of support and poor coordination of services.

**Main objectives of the project:**

* To run two dementia cafes (Northam and Bideford) on a monthly basis. This will involve recruiting and managing volunteers with the support of the TTVS Volunteer Coordinator.
* Organise activities and entertainment suitable for those living with dementia for each Memory Cafe.

**Role and Duties**:

**Role and Responsibilities:**

A key objective for the project is for the activities to be largely self-supporting, so the focus will be to support initial volunteer recruitment to ensure that good practice methods around volunteer support and management are introduced.

**Key Activities:**

* to support volunteer recruitment and provide on-going support;
* to co-ordinate the volunteers at each café, ensuring sufficient cover for the sessions
* to actively promote the service and encourage attendance
* to organise activities and refreshments
* to organise entertainment
* to keep accurate records of attendees, expenditure and donations
* submitting monies and attendance sheets to the office in a timely manner
* to write reports for funders/office, write case studies and materials that can be used to promote the service with the support of your Line Manager.

*Knowledge and Information*

* Ensure that the project is flexible and responsive to emerging issues by remaining up to date and abreast of any new developments. Maintain a bank of good practice information relevant to work with older people and those with dementia

*Monitoring / Administration*

* Keep accurate and up to date records and support in the completion of reports to funders and any other reporting requirements of the project

*General*

* Ensure work is carried out to agreed standards and targets;
* Support the publicity of the project, giving input to articles for newsletters and local press
* Represent TTVS in a positive and professional manner at meetings and events;
* Work within TTVS core values, current policies and good practice
* Undertake any training that may be necessary.
* Take on other tasks and responsibilities that may arise as the work develops, and that are appropriate to the level of the post.

**Memory Café Coordinator**

This Person Specification demonstrates the personal attributes required of an individual in order to undertake the duties required by the post and will be used in the selection process.

**The selection process recognises and acknowledges the value of transferable skills or experience, so long at their relevance to the role is very clearly demonstrated by the Application.**

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| **Requirements** | **Essential** | **Desirable** |
| Education, Qualifications And Training | * A good level of basic education
* A proven track record of working with volunteers and within the charity sector.
 | * Knowledge and empathy of those living with Dementia and their specific needs
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|  Experience | * At least a years work experience with volunteers/older people/those with dementia and carers or other relevant work experience.
* Significant experience of recruiting and supporting volunteers
* Experience of facilitating good partnership working and of working in partnership.
* Experience of producing written reports or a willingness to learn.
* An understanding of the principles behind effective publicity and experience of producing publicity material.
* Experience of establishing or administering systems for monitoring and evaluation.
 | * Work experience in the field of Dementia or mental health.
* Experience of project and/or service development with comparable scope.
* Innovative service development and delivery for those with dementia and their carers
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| Knowledge or Awareness | * A good understanding of the needs of older people/those with dementia and the types of issues they face.
* A good understanding of the issues around working with volunteers.
* Good knowledge of the types of agencies and organisations which support older people and how they relate to each other.
* Sensitivity to the challenges around engaging with older people in rural and sometimes ‘hard to reach’ communities.
 | * Awareness of the nature and impact of dementia on older people.
* Strong local knowledge of services which support older people.
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| Skills | * Outstanding communication and, in particular, listening skills.
* Organised, with good administrative skills.
* Able to structure own work and work independently.
* Able to support the production of written material and reports to a high standard.
* Skilled in the use Microsoft Office (Excel, Access, Word etc) and comfortable with email and internet technology.
* Able to network effectively with partners, including statutory agencies and voluntary groups.
* Able to work within a prescribed budget.
* Can work as part of a team.
* A flexible and self motivated approach – must be able to show initiative.
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| Personal Attributes | * Diplomatic; able to sensitively negotiate between the needs of older people, volunteers and other stakeholders.
* Self disciplined and highly motivated; a self starter, happy to structure and organise own work.
* Able to prepare and convey information in a way which is accessible to both older people and professionals alike.
* Compassionate and sensitive to the needs of others.
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