

## **Branch-based Care and Welfare Co-ordinator – Job description and how to apply**

We are looking for a part-time Care and Welfare Co-ordinator to join one of the largest and oldest Friendly Societies in the UK, within the Combermere Branch covering Manchester and the surrounding areas, such as Stockport, Glossop, Leigh and Bolton.

### **About the Hours / Rate of Pay**

As an Care and Welfare Co-ordinator you will be expected to work on your own initiative, working an equalised average of 6 hours per week to be negotiated (flexible working hours to be agreed with the successful candidate, which include occasional weekend and evening work) and the role has a pay rate £11-£15 per hour depending on experience.

### **About the Role**

As a Care and Welfare Co-ordinator you will be reporting to the Branch Secretary and accountable to the District Committee of Management. The Care and Welfare Co-ordinator role requires you to be the main point of contact for members regarding care and welfare matters and offer support either directly or with the help of volunteer Welfare Visitors. Also you will be required to co-ordinate and supervise volunteer welfare visitors their work, allocating referrals and giving guidance and support as needed.

About the Key Tasks and responsibilities in the role of Care and Welfare Co-ordinator, you will:

- Respond to member queries and make and maintain regular contact with those who may require care and welfare support, by phone, letter, email, home visit or branch group/activity.
- Use active listening skills to support members and help them identify options to resolve problems and improve their health and wellbeing.
- Provide information and support to access help through Oddfellows services and benefits or through external agencies
- Under take occasional shopping or transport, including to health or social care settings.

### **About You**

To be successful for the role of part-time Care and Welfare Officer you will have / be:

- A full driving licence and access to a car
- Excellent interpersonal skills
- Enjoy meeting new people
- Able to deal with money
- Flexible and prepared to work evenings and occasional weekends
- A proven ability to work to deadlines without supervision

- Strong organisational skills
- Some customer care knowledge
- Resourceful and able to overcome challenges
- Willing to work with a range of people with different backgrounds and social circumstances

It is important to note that this role will require an Enhanced DBS check.

Please send your CV to Pam Casey either by:

Email: [pamela.casey@oddfellows.co.uk](mailto:pamela.casey@oddfellows.co.uk)

Post: 7 Dorset Road, Cadishead, Manchester, M44 5FP