carers' resource

you care for them, we care for you



Walk from Home Volunteer Coordinator

Job Description & Person Specification

Tead Leader, Craven

Hours	**22.5 hours per week (flexible working pattern)**
Contract	**15 month fixed term with possible extensiont**
Salary	**£23,873**
Location	**Bradford**
Probationary Period	**6 months**
Reporting to	**Volunteer Manager**
DBS Check Level	**Enhanced**

Carers' Resource is a Yorkshire charity established in 1995 to support unpaid carers of all ages across Bradford, Harrogate, Selby and Craven. Our carer support promotes independence, choice, and wellbeing taking a holistic approach shaped by the Care Act 2014 and Children and Families Act 2014. Through both our Carer teams and Hospital teams our quality services are now delivered to carers and vulnerable people, to ensure they are well supported through the provision of tailored information, practical advice and emotional support.

We are proud to be an inclusive employer and are committed to building a diverse workforce that reflects the communities we serve. We welcome applications from all backgrounds and particularly encourage applications from individuals who can bring different perspectives, experiences, and ideas to our organisation.

About the role:

We are seeking a compassionate and motivated **Walk from Home Volunteer Coordinator** to lead the delivery of the scheme across Bradford District and Craven, as part of the wider Wellbeing Network Pro-active Falls Prevention programme.

Walk from Home is a short-term, low-level, non-clinical volunteer service supporting people to rebuild their confidence, mobility and independence following a fall, reduced mobility or clinical intervention. Volunteers provide practical encouragement with everyday activities, helping people regain confidence and reconnect with their local community.

The coordinator will oversee referrals, participant assessments, volunteer recruitment, safer recruitment checks, training, matching and ongoing supervision, working collaboratively with Falls Champions, health and care partners and VCSE organisations to ensure safe and effective delivery.

Relating to your role:

Project Delivery & Coordination

- Lead the day-to-day delivery and coordination of the Walk from Home scheme across Bradford District and Craven
- Manage referrals from hospital teams, Falls Champions and other health and care partners, including initial contact and assessment of individuals' needs
- Identify participants' goals, walking confidence and support needs, ensuring the scheme is appropriate for their circumstances
- Match participants with suitable volunteers based on individual needs, location, availability and interests
- Coordinate the delivery of short-term volunteer support, monitoring progress towards participants' goals and ensuring appropriate exit from the scheme
- Develop and maintain effective working relationships with Falls Champions, hospital teams, health and care professionals, Wellbeing Network providers and VCSE organisations
- Ensure the scheme operates as part of the wider Wellbeing Network rather than as a standalone volunteer service

Volunteer Recruitment & Support

- Lead the recruitment and onboarding of volunteers across Bradford District and Craven
- Coordinate safer recruitment processes, including appropriate references, DBS checks and other relevant checks
- Deliver or coordinate volunteer induction and training to ensure volunteers understand their role and responsibilities
- Provide ongoing supervision, support and guidance to volunteers throughout their involvement in the scheme
- Match volunteers appropriately with participants and provide clear information about individual needs, agreed activities and support arrangements

- Ensure volunteers understand their responsibilities around safeguarding, confidentiality, lone working, health and safety and appropriate boundaries
- Monitor volunteer placements, address any concerns and provide additional support where needed
- Coordinate the ending of volunteer placements and provide appropriate guidance and support when participants are ready to exit the scheme

Safeguarding, Safety & Quality Assurance

- Ensure appropriate safeguarding, health and safety, confidentiality and data protection procedures are followed
- Ensure appropriate risk assessments and safety arrangements are in place for individual participants and volunteer matches
- Ensure volunteers understand that the scheme provides low-level, non-clinical support and does not replace clinical rehabilitation, personal care, specialist falls assessment or regulated care
- Recognise when individuals require additional or alternative support and liaise with relevant health and care professionals where appropriate
- Ensure incidents, safeguarding concerns, falls or changes in participants' circumstances are responded to appropriately
- Maintain accurate and confidential records of referrals, assessments, volunteer checks, matches and project activity

Monitoring, Evaluation & Reporting

- Monitor project activity, performance and outcomes against agreed targets
- Gather feedback from participants, volunteers and referral partners
- Record improvements in walking confidence, mobility, independence, wellbeing and community participation
- Monitor referral pathways, volunteer activity, participant progress and exits from the scheme
- Produce reports for internal use, the Wellbeing Network and funders as required
- Demonstrate the impact of the project and identify opportunities for improvement

Partnership Working & Project Development

- Develop strong working relationships with Falls Champions, health and care referral partners, Wellbeing Network providers and other VCSE organisations
- Work collaboratively to ensure participants are connected to appropriate wider support and community activities
- Identify opportunities to strengthen referral pathways and improve access to the scheme across Bradford District and Craven
- Contribute to the ongoing development and improvement of the project
- Identify gaps in provision and opportunities to expand the project's reach and impact
- Support the development of relevant policies, procedures and volunteer guidance

Person Specification:

Experience of coordinating a project, service, volunteers or community-based activities	Essential
Excellent communication and interpersonal skills, with the ability to build positive relationships with participants, volunteers and professionals	Essential
A compassionate, patient and person-centred approach to supporting people who may be frail, vulnerable or lacking confidence	Essential
Experience of managing referrals, assessing needs or coordinating appropriate support	Essential
Understanding of safeguarding, confidentiality, health and safety and risk management	Essential
Strong organisational, administrative and record-keeping skills	Essential
Ability to work independently, manage competing priorities and take initiative	Essential
Commitment to promoting independence, dignity, choice and inclusion	Essential
Ability to work collaboratively with a range of health, care and voluntary sector partners	Essential

Experience of volunteer recruitment, safer recruitment, training or supervision	Desirable
Knowledge of falls prevention, mobility confidence, reablement or community-based support	Desirable
Experience of working with health and social care professionals, hospital discharge teams or Falls Champions	Desirable
Knowledge of Bradford District and Craven and local community services, activities and support networks	Desirable
Experience of monitoring outcomes, evaluating projects and reporting to funders	Desirable
Experience of project development or contributing to funding applications	Desirable

Other Information

- The post holder will be responsible for coordinating and supporting volunteers across Bradford District and Craven
- The role will involve working collaboratively with the wider Wellbeing Network and its partners
- The scheme is a short-term, low-level, non-clinical volunteer offer. It does not replace clinical rehabilitation, personal care, specialist falls assessment or regulated care
- The post holder will be expected to work in line with organisational values, safeguarding policies and relevant procedures
- Some flexibility may be required to meet the needs of participants, volunteers and partnership working arrangements

Equality, Diversity & Inclusion

Carers' Resource is committed to equality,diversity and inclusion and welcomes applications from all sections of the community. We are committed to creating a workplace where everyone feels valued, respected and supported.