

Service Support Coordination Volunteer

Overall Role:

The Intern Role will primarily support the daily activities of the Support Coordination Team, and where applicable, the wider ALONE staff team and CEO.

The Support Coordination Team manage the operation of Older Person Services in ALONE (Housing Support, Support Coordination and Befriending).

Interns will assist Support Coordinators on either:

1. Housing and Support Coordination Services
2. Befriending Service

Tasks

Administration

- Supporting with administration duties
- Input notes from interactions with older people to case notes
- Maintenance of Volunteer and Visits Records
- Support with Dept. Data Entry into the ALONE CRM System (Salesforce)
- Take minutes of meetings where required

Older People / Volunteer Support

- Initial joint visits to older people with Support Coordinators.
- Carry out home/hospital visits as required
- Responding to enquiries (telephone/mail, etc.) from older people who contact the ALONE Support Coordination Team
- Health & Welfare Check in Phone calls to older persons
- Accompany Older People to appointments & practical errands where appropriate
- Changes or concerns regarding older people to be reported to relevant Support Coordinator
- Support Older People to engage in Social Activities and life skills programmes

Befriending Service

- Update Volunteers and Older People on the status of their application to the Befriending Service
- Setting-Up/Matching volunteers to older people for visits
- To link with the wider Volunteer body/Volunteer Mentors as need arises (incl. supporting at volunteer meetings/trainings)

Other

- To link in with and engage with external agencies
- Internet research as required (e.g. looking into social activities, services, grants for older people, etc.)
- Supporting with ALONE Events & Community Meetings
- Supporting Service User Participation
- To be part of the Support Coordination Team, working under the guidance of the relevant Support Coordinator/Team Leader and to attend Team Meetings
- To work with the Support Coordination Team on Action Plan Objectives
- Other ad hoc duties that may be required
- Responsibilities will be delegated on a week-by-week basis depending on what's happening in the department

Project

- We aim for interns to take on a project that supports the development of ALONE services and that gives interns ownership of a specific piece of work during their time in ALONE. Projects will be discussed at the start of the internship.

A written report for our Newsletter and Website on your experience with ALONE is requested prior to departure date.

Qualification/Skills Required

- Qualification or working towards a qualification in Social Care or similar
OR
- Relevant experience (or willingness to gain experience to support with entry into the social care sector).
- Self-starter, creative, imaginative and flexible.
- Energetic, self-motivated and possess a genuine empathy for older persons. A respect for boundaries and confidentiality is paramount for this position.
- Good communication skills and an interest in meeting new people.
- Good time-keeping and excellent organisational skills are essential, and an ability to take the initiative and be resourceful is expected.
- Computer skills and clerical/administrative competence are also essential.



Helping older people in need

Practical Issues

Place of Work: You will be based at our head offices at Pleasant Street except when duties assigned are of an Outreach Nature (please note expenses incurred for travel and other sundries will be reimbursed with all relevant receipts received)

Hours of work: 9am - 5pm – 4 days per week between Monday – Friday (the days are negotiable). Some out of hours work may be involved. Flexi-time/Time-off in lieu is in place where this is required.

Length of Internship: 6/9 Months

Support and Supervision: You will receive a full Induction into the Organisation and each specific department prior to undertaking any duties. Your input will be valued and welcomed as a “fresh pair of eyes” and where possible we encourage you to make suggestions and provide feedback to staff. An assigned Mentor will be available to support you during your placement and to review with you on a regular basis any concerns or issues arising.

Training: ALONE Volunteer Training. Other internal training as arises.

Contact:

Applications by email to include cover letter to Maoiliosa.k@alone.ie by 18/03/2016

Anticipated start date 28/03/2016