# TIMEBANK OUTREACH WORKER JOB DESCRIPTION

## Job title: Timebank Outreach Worker

**Responsible to:** Director, Timebank South West

**Salary:** £19,500 (pro rata)

**Hours:** 14 hours a week

**Where:** Various Neighbourhoods in Plymouth and Four Greens, Whitleigh (TBSW Office Base)

**MAIN OBJECTIVE OF THE POST:**

To work as part of a team supporting Timebank South West’s network of Timebanking hubs across Plymouth. The post holder will be responsible for promoting the principles and benefits of informal volunteering, bringing people together and supporting safe one to one and group exchanges of time and skills. The overall aim is to improve participant’s well-being and reduce social isolation and loneliness by increasing their social networks and taking part in Timebanking activities.

**KEY DUTIES AND RESPONSIBILITIES:**

* To promote the principles of Timebanking to individuals, organisations and service providers, ensuring Timebanking is inclusive and open to all.
* Raise awareness of the positive benefits of Timebanking and its added value to people’s wellbeing, confidence and self-esteem when they take part.
* Host regular socials and organise activities in various neighbourhoods to bring people together to make and maintain friendships to reduce feelings of loneliness and social isolation.
* To motivate participants to exchange their time and skills with others and get actively involved in their community.
* Arrange safe one to one and group exchanges between participants, support exchanges, gather feedback, record hours and document.
* Join-up new individuals and community groups to Timebank South West and support existing participants.
* Maintain accurate records and ensure participant’s time credit accounts are up to date using Timebank UK’s TimeOnLine2 software.
* Assist with well-being surveys and participant questionnaires as and when required.
* Support new and existing Timebank South West hubs in various locations across the city of Plymouth.
* Produce regular case studies / good news stories for the monthly Mailout and website.
* Use social media to promote Timebanking opportunities and celebrate exchanges.
* Assist the Timebank South West Director with monitoring and evaluation by keeping up to date records of hours exchanged, case studies and meeting key performance indicators set by funders.

**AS AN EMPLOYEE OF TIMBANK SOUTH WEST**

* Participate in team meetings, away-days and undertake regular support and supervision sessions.
* To undertake professional development/training to meet developing requirements and to maintain the necessary skills and knowledge to carry out the duties as specified.
* To contribute to the general development and provision of the work of the Timebank South West.
* To be flexible to changing needs of Timebank South West.

## TIMEBANK OUTREACH WORKER PERSON SPECIFICATION

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| **Experience** |  |
| *Essential* | *Desirable* |
| * Minimum of one year’s Community Development experience and practice. * Experience of working with individuals, community groups and neighbourhoods and/or Timebanks (as a volunteer or in a paid capacity). * Experience of working with a variety of stakeholders i.e. individuals, community/voluntary and public sector partnerships. * Experience of ensuring community activities and informal volunteering opportunities adhere to safeguarding and health and safety policies. | * Experience of being a Timebank Member * Experience of informal volunteering |
| **Knowledge and Understanding** |  |
| *Essential* | *Desirable* |
| * Understands and appreciates the value and role of volunteers. * Good understanding of the challenges facing communities. * Good understanding of the well-being benefits of Timebanking and informal volunteering. * Understanding or experience of working with equalities issues (commitment to ensuring Timebank is inclusive). | * Experience of working with disadvantaged individuals, groups and neighbourhoods * Experience of working with people who identify themselves as lonely and isolated |
| **Skills and Ability** |  |
| *Essential* | *Desirable* |
| * Have good communication and interpersonal skills. * Friendly and approachable. * Ability to get on with people from different backgrounds and a commitment to working in an anti-discriminatory way. * Enjoy working with people in all their diversity and display an empathy and understanding of their lives. * Skills and ability to build people's confidence, self-esteem and self-worth by listening to and encouraging them to get involved in Timebanking. * Ability to respond quickly to enquires, requests and keep to set deadlines. * Ability to work as part of a team. * Ability to be organised, plan-ahead and prioritise work load. * Ability to keep and maintain accurate records/data such as exchange hours. * Ability to effectively use IT including word and excel and social media. * Ability to be flexible to meet the needs of the community and Timebank South West. * Ability to work in more than one neighbourhood at any given time and to be moved from a neighbourhood to another as directed by need. | * Knowing Plymouth and local neighbourhoods well, would be an advantage. * This post requires regularly moving around Plymouth. Having a driving license and use of a car for work purposes or ability to get around the city of Plymouth using public transport is desirable. |

**TIMEBANK OUTREACH WORKER  
KEY PERFORMANCE INDICATORS**

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| **Measurable Activity** | **Requirement** |
| Complete one to one skills exchange | Monthly |
| Complete group skills exchange | Monthly |
| Support social gatherings such as tea and toast sessions | Weekly |
| Submit case studies minimum of one per Timebank Hub | Monthly |
| Submit articles for mailout and social media per month | Monthly |
| Update Timeonline | Weekly |
| Submit KPI data | Monthly |
| Join up new individual members (collective target 100 new people per year) |  |
| Join up new organisation members (collective target 5 new organisations per year) |  |
| Assist Timebank South West city centre events | 2 per year |