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# Timebank Outreach Worker Job description

## Job title: Timebank Outreach Worker

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

**Hours:** 16 or21 hours a week

**Salary:** £20,685 (FTE)

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

Timebank South West is a registered charity based in Plymouth since 2011. It has eight Timebanking Hubs including Barne Barton, Devonport, Efford, Ernesettle, Honicknowle, North Prospect, Stonehouse, and Whitleigh. Timebank South West will be expanding over the next 2.5 years, alongside its existing provision it will be offering new opportunities and activities for people aged 65+ as part of Plymouth’s Integrated Care Approach – ICOPE.

**Main objectives 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 reduce social isolation and loneliness and increase people’s wellbeing through timebanking activity

**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 help 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, document activity and gather feedback.
* Encourage new individuals and community groups to join Timebank South West including persons aged 65+.
* 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 and 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.

## 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
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| **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
* Experience of working with people aged 65+
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| **Skills and Ability** |  |
| *Essential*  | *Desirable* |
| * Have great 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 internal and external enquires and requests via email, telephone, and face to face.
* Ability to work to deadlines and prioritise workload.
* 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.
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Registered Charity number: 1169627
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