

Job Description

Adult Coordinator

ENGAGE AND CONNECT

The mission of the Engage and Connect Service is to provide an outcome focused service aimed at addressing the potential consequences of being a carer - such as social isolation and poor mental/physical health - while also providing a soft entry point for identification. Guided by our values of Focus, Inclusion, Respect, and Excellence, the service will deliver peer support, wellbeing activities and a sense of community for carers of all ages.

KEY INFORMATION

Post:	Adult Coordinator
Pay Banding:	Band D: £31,100 - £32,557 (Full Time Equivalent)
Hours and Location:	<p>Astolat – with opportunity for hybrid working. Working hours within Engage and Connect service delivery hours.</p> <p>Flexibility will be required to meet the needs of carers and the evolving needs of the organisation (evening & weekend).</p>
Responsible to:	Adults Manager

ROLE OVERVIEW

The Adult Coordinator is the Quadrant Lead for the Carers Engage and Connect service, delivering a blended programme of in-person and online support for adult carers.

The role involves leading community-based hubs, facilitating online sessions, and building a network of volunteer-led community activities.

The coordinator will work with the team to ensure all events are co-facilitated, creating a resilient and collaborative team that provides a consistent, reliable, and varied offer of support across Surrey.

KEY RESPONSIBILITIES

- Act as the lead for service delivery within an assigned quadrant.
- Plan and lead regular in-person Carers Engage and Connect Hubs in your area, including weekday and weekend options.
- Take day-to-day responsibility for the monitoring of delivery venues; ensuring locations are accessible, safe, and appropriate for the specific needs of the carer group.
- Facilitate a range of sessions including informal drop-ins, structured peer support, training workshops, and wellbeing activities.
- Develop and coordinate a timetable of volunteer-led activities in the community (e.g., walking groups, book clubs, cinema trips).
- Work in partnership with the People & Culture team on the recruitment and induction of community volunteers.
- Lead the day-to-day support of community volunteers and sessionals.
- Provide regular supervision and coaching to volunteers and sessionals to ensure they feel valued and confident in their roles.
- Match volunteers to roles and activities that suit their skills and interests and monitor the quality and safety of volunteer-led groups.
- Drive local carer recruitment for Hubs and groups, building operational links with GP practices, libraries, and community centres.
- Implement outcome tracking within Hub sessions, ensuring carers are achieving personal goals rather than just attending.
- Travel to other areas to co-facilitate and support regular hubs when required.
- Take a rotating lead in facilitating the county-wide Carers Connect Online programme.
- Build strong relationships with carers and local partners in the community.
- Complete all necessary planning, administration, and record-keeping for sessions.
- Take responsibility and ownership of your area of work including your own training and development.
- Work across the organisation on projects and support organisation-wide events and activities.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential

Experience

- Proven experience in planning and facilitating group activities and events for adults, both in-person and online.
- Experience working in a community-focused setting, ideally with vulnerable or isolated adults.
- Experience working with unpaid carers or within the voluntary sector.

Knowledge

- A strong understanding of safeguarding principles and procedures, particularly in relation to adults at risk.
- Awareness of the challenges faced by unpaid carers and the importance of community support.

Skills

- Excellent facilitation and communication skills, with the ability to engage diverse adult groups.
- Strong organisational and time-management skills to manage a varied and mobile schedule.
- Demonstrate a thorough understanding of health and safety procedures.
- Ability to proactively identify and manage risks to ensure a safe environment for all participants.
- Confident and proficient use of online meeting platforms (e.g., Microsoft Teams).
- Ability to work collaboratively within a small, interdependent team.
- A proactive, empathetic, and community-focused approach to service delivery.
- A full UK driving license and access to a vehicle for travel between hub locations.

Desirable

- Experience working with or supervising volunteers.
- Background in community development, outreach, or similar roles.
- A relevant qualification in training, facilitation, community work, or adult education.