

Job Description

Title:	Welfare Administrator and Co-ordinator
Responsible to:	Board member responsible for welfare
Accountable to:	Chair of the Board of Management for the Synagogue
Base:	Muswell Hill Synagogue
Hours:	4 hours per week
Position:	Fixed term 12 months

Summary of Role

The role of Welfare Coordinator at Muswell Hill Synagogue is an administrative role responsible for the smooth running of the welfare system. The role involves managing the database ensuring that there is oversight of everyone in the community who requires welfare support, building up the numbers of volunteers from within the community who can provide such support, co-ordinating volunteers to beneficiaries, signposting members of the community to statutory and charitable support networks and providers, as well as enabling and sourcing training where necessary for the volunteers.

Main Responsibilities

Administrative

1. To establish and maintain an up to date list of welfare needs, both general (i.e. strategic for the community) and individual (i.e. relating to members who need or would benefit from input from the Welfare Group), ensuring compliance with Data Protection legislation.
2. To establish and maintain a database of welfare activities in the community.
3. To establish and maintain a database of welfare resources for the community.
4. To have administrative oversight of occasional one of special projects- managing admin of volunteers.

Volunteer recruitment and co-ordination

1. To liaise closely with the Welfare Group and with the Rabbi and synagogue Administrator in coordinating the welfare activities of the synagogue
2. To establish a roster of volunteers who will contribute to the welfare work of the synagogue and to organise their activities.
5. To plan and carry out a recruitment drive of volunteers from within the community and ensure that a good retention rate is met through excellent communication and the assignment of appropriate activities to each volunteer.
6. To ensure volunteer safety

7. To organise regular welfare activities such as the Rosh Hashanah and Pesach distributions.
8. To liaise between volunteers and recipients to ensure that there is smooth and rapid response to welfare needs as they emerge.
9. To follow up bereaved families and individuals after the end of a shiva to ensure that any welfare needs are responded to.
10. To manage any checks required for new volunteers.
11. To ensure that all new volunteers complete the US Induction programme as well as any local induction
12. To co-ordinate and organise all training required for volunteers
13. To circulate to volunteers the training opportunities offered by the US Chesed Department
14. To advise (in consultation with the Chair of the Welfare group) the Rabbi on priorities for his welfare involvement.

Community Support

15. To ensure that all contacts made by members to the Synagogue office regarding a welfare request is managed efficiently and politely and responded to appropriately.
16. To ensure that a database is kept of all contacts made during the working day so that an ongoing audit of the role is kept up to date.
17. To build relationships with the United Synagogues and local agencies and provider networks (statutory, charitable etc) to ensure that members of the community are clearly signposted to where they need to be.

Other duties

To undertake other appropriate work or admin for special one off projects as decided in liaison with the Chair of the Board of Management and the Chair(s) of the Welfare Group.

Person Specification

	Description	Essential / Desirable	Assessed through
Qualification	<ul style="list-style-type: none"> 5 GCSEs or equivalent to demonstrate excellent spoken and written English and good numeracy skills Evidence of continuing development 	E E	Proven qualifications at interview
Experience	<ul style="list-style-type: none"> Experience of managing databases Experience of working with volunteers Experience of working with vulnerable members of the community 	E E E	Application / interview
Skills and knowledge	<ul style="list-style-type: none"> Solid understanding of the Jewish community including beliefs, culture, tradition and values 	E	Interview

	<ul style="list-style-type: none"> • Knowledge of statutory and charitable agency provision in the social care sector • Excellent IT skills including Microsoft word / excel / powerpoint • Outstanding communication skills both verbal and written 	D D E	Application and Interview
Personal Characteristics	Well organised and practical with a logical approach to work. Pays careful attention to detail. <ul style="list-style-type: none"> • Ability to work under pressure • Flexible • Ability to work on own in pursuit of team objectives • Positive and motivated 	E E E E E E	Application and Interview