



Job Description – Dorset Project Coordinator

Reports to: Surf Therapy Manager (STM)

Salary & benefits: £26,250 (pro rata – actual salary £21,000)

Hours: 30 hours per week. This role will require flexible working to facilitate some evening and weekend work to meet the needs of the client and organisation.

Annual Leave: 28 days including bank holidays (pro rata), flexible working policy in place

Purpose of the job:

The role of Project Coordinator sits at the heart of The Wave Project. Their role is to use surfing and the community to help young people build confidence and trust. Project Coordinators work with local volunteers, referrers and the wider community to deliver a safe, sustainable surf therapy program within a project location. Under the supervision of a Surf Therapy Manager, they ensure the successful delivery of our 3 phase intervention to improve the lives of young people in their area.

The Wave Project Mission Statement

The Wave Project harnesses the power of **community**, **surfing** and **open water** to improve the life chances of young people.

Key Responsibilities of role

Volunteer Management

- To recruit and retain a solid volunteer base, building a supportive 'family' around the local project.
- Ensure that all volunteers have their relevant police checks relevant to their location (DBS, PVG, Access NI) and that their volunteer record is kept up to date.
- Ensure all volunteers have received the appropriate training prior to working with vulnerable young people.

- Deployment of volunteers into different areas of support for the project including, but not limited to, surf mentors, fundraisers, events support, drivers, social media support.
- Working within the guidance from the organisation, develop your volunteer base so they may lead in certain areas, such as fundraising, social events or delivery of sessions.

Promotion & advocacy

- To build relationships with local agencies.
- To establish and maintain relationships with the young people referred for surf therapy, supporting them and their family through the process.
- To be a local ambassador for The Wave Project in your area and increase awareness of the charity's work.
- To be highly knowledgeable, innovative and responsive to local opportunities.
- Galvanise the community to come behind The Wave Project and its aims.
- To keep an active presence on local social media, updating on 'good news' stories, case studies and events. To liaise with the STM about these items which may be used for national social media.
- To keep the local mini-site on the main Wave Project website up to date.
- To keep local stakeholders (e.g. referrers, funders and supporters) regularly updated with the project's progress throughout the year.

Delivery of surf therapy and surf club

- Working with the family and referrer, complete risk assessments for individuals prior to sessions.
- Respond to individuals in the appropriate way to facilitate them coming on the course.
- Coordinate and oversee the smooth delivery of a series of Wave Project surf courses and surf club sessions
- Provide a point of contact for clients and their families.
- Ensure clients receive a positive experience at sessions.
- Ensure all activities are delivered safely, in line with the Wave Project Safeguarding Policy.
- Meet clients and their referrers in advance of sessions, listen to and address any concerns they have, and ensure all their needs are met. Arrange any special transport requirements by booking volunteer drivers.
- Relay any special client requirements to the freelance Surf Instructors and ensure they have been adhered to on the ground.

- Communicate with Surf Instructors in advance of lessons, and relay and special information back to clients, such as cancellation of a session due to weather conditions.
- Be the first point of contact for any queries, cancellations or changes from clients, referrers or volunteers.
- Work with the Surf Therapy Manager to ensure that each session provides enough volunteers to meet the target ration of 1:1 volunteers – clients.
- Work alongside the Surf Instructors to ensure that all adequate kit, including boards, wetsuits and rash vests, are available for use at each session.
- Brief volunteers in advance of sessions.
- Attend sessions to ensure that all safety checks are complied with and that client needs are being met. Meet and greet clients (and their parents, guardians or carers) on arrival and direct volunteers to do the same.
- Work alongside the Surf Instructors to direct volunteers during sessions and ensure they understand what is required of them – providing encouragement and motivation to clients.
- Report back to the Surf Therapy Manager and undertake any other duties in line with the above as required by them.

Sustainability of project

- To work with the STM to set and achieve obtainable fundraising targets for your project location.
- Liaise with local fundraisers, volunteers, businesses and organisations to achieve fundraising targets.
- To hold several events per year for fundraisers, as well as galvanising the local community to fundraise on the project's behalf.
- To liaise with referral partners regarding the referrer contribution of £150 towards the overall cost of surf therapy.
- With the support of the Fundraising Manager and STM, apply for grants available within your locality to support your work and ensure proper reporting is done.

Administration & Evaluation

- To ensure all client, parent, referrer, and volunteer records are kept up to date on the organisation's data systems, as well as any other relevant records.
- To support the use of The Wave Project app for parents and volunteers alike to ensure accurate record keeping.
- Ensure timely responses to all queries which you may receive.
- Attend team meetings within the organisation, either virtually or in person.
- Undertake all mandatory training required of you for your role.
- Ensure that client evaluation forms are completed both before and after each course, and that clients have not been unduly influenced by anyone when answering the questions
- Obtain parent/carer feedback, and also referrer feedback for evaluation.
- To enter all feedback data into the monitoring sheets in a timely fashion.
- Report back to the referral partner with a summary of how the young person engaged with the sessions

Direct Reports

Several project locations have a Project Assistant who falls under the line management of the Project Coordinator. If this occurs in a location, extra responsibilities are as follows:

- Work with the Surf Therapy Manager to best deploy the Project Assistant in the location.
- Line manage the Project Assistant in terms of their tasks.
- To offer guidance, support, direction and mentorship to the Project Assistant.
- To monitor the quality of service provided by the Project Assistant.
- Be aware that the HR responsibility of the Project Assistant lays with the Surf Therapy Manager. Concerns about performance should be escalated.

Person Specification

Attributes	Essential requirements	Desirable requirements
<p>Experience/ knowledge</p>	<p>Experience in volunteer coordination or project management within the voluntary sector, OR</p> <p>Direct experience of working professionally with children and young people.</p> <p>A strong understanding of safeguarding and child protection.</p> <p>Skills for building relationships with statutory organisations or other professional bodies.</p> <p>IT proficient with an organised approach to administration.</p>	<p>A good understanding of volunteer governance and structures.</p> <p>Experience of working in a small charity or voluntary organisation.</p> <p>Knowledge of surfing and surf culture.</p> <p>Experience of working at an activitybased centre for children or Outdoor Education centre.</p> <p>Previous experience of working towards fundraising targets.</p>
<p>Skills / personal requirements</p>	<p>Superb organisational skills and an ability to work under pressure.</p> <p>Excellent interpersonal skills and an ability to communicate clearly with other people, including children.</p> <p>A sense of humour.</p> <p>Ability to work on own initiative, to deadlines, and in a flexible, pro-active way.</p> <p>Ability to work as part of a team.</p> <p>Thorough understanding of client confidentiality.</p> <p>Skills in building relationships with statutory organisations or other professional bodies.</p>	<p>Interest in child mental health.</p> <p>Lives within the local delivery area.</p>

	<p>Employment rights to work in the UK.</p> <p>A full UK driving licence.</p> <p>An ability to train volunteers in your area to our standards.</p> <p>Experience of building relationships with a variety of stakeholders.</p>	
<p>Educational qualifications</p>		<p>Educated to degree level or equivalent.</p> <p>Qualifications or training in any of the following:</p> <ul style="list-style-type: none"> • Volunteering • Child mental health • Safeguarding • Health and safety <p>Current RLSS Beach Lifeguard Certificate / Surf Coach & Rescue certificate</p> <p>ISA or ASI Surf Coach certificate</p>