

## Job Description: New North London Synagogue Pastoral Care Coordinator

**Reports to:** Executive Director

**Liaises with:** Senior Rabbi, Pastoral support teams (including members of the Rabbinic Team, some NNLS professional team members and a wide range of volunteers); other members of the NNLS professional staff; various external health social care bodies and relevant charities

**Hours:** 0.6FTE (3 days a week); hours may be flexible, but will include some evenings and occasional weekend meetings

**Location:** NNLS, Finchley N3; in addition, there are likely to be regular visits & meetings in and around north west London

**Holidays:** 4 weeks per annum (rising to 5 weeks after 5 years' service) pro rata, plus public and Bank Holidays (also pro rata), and Jewish holidays when they fall on working days.

**Salary:** £35,000 - £42,000 per annum pro rata (commensurate with experience)

### **About New North London Synagogue:**

New North London Synagogue (NNLS) is a thriving Masorti community in North London with a membership in excess of 3,000. It is the largest Masorti synagogue in the UK, and one of the leading congregations of any denomination in the country. Based at its purpose-built premises in Finchley, NNLS sits at the cutting edge of contemporary Jewish life, constantly striving to develop and enhance Judaism for its members and sharing its values and ideas with wider society. NNLS sets great store in striving to be a compassionate community.

### **Purpose of the role:**

NNLS is looking to recruit an experienced Pastoral Care Coordinator who can help us to evolve and extend our pastoral care provision. This is an exciting opportunity to build on our current provision of care and to develop it to take account of the current and future needs of the community.

We are looking for someone with the vision and motivation to create, together with the rabbinic, professional and lay leadership of the community, a broad, collaborative support system that covers the wide-range of needs within NNLS. S/he will also work closely with existing charities and care providers.

The successful applicant will have excellent team management skills and be able to reflect our values as a caring, compassionate and welcoming community.

### **Job Specification:**

- 1. Key point of contact:** to be the key point of contact for all pastoral concerns, and to triage, share and refer within and beyond the community
- 2. Systems:** to develop good systems and work with different teams in the community including rabbinic, professional and volunteers, and combinations thereof
- 3. Needs assessment and navigation of external resources:** to assess pastoral needs across all member ages/stages (both crisis and ongoing needs), and to take initial action, considering when to use internal community provision and resources, and signposting to external services as and when needed; to liaise effectively with such services, charities and specialist providers in order to maximise the use of existing provision

4. **Volunteers:** to help recruit, train, support and supervise a skilled and committed team of volunteers, providing support around the more sensitive elements of care such as long-term conditions, bereavement, end of life, and carer support; as well as fostering and developing existing volunteer-run work and well-established, successful initiatives (eg befriending scheme)
5. **Awareness building:** to build awareness of the services and support on offer within the NNLS community so that those in need know how to access help and the scope and nature of the support provided
6. **Record keeping and governance:** ensuring all pastoral records held comply with data protection and clinical governance regulations, and to oversee all relevant pastoral care DBS records

### Person Specification:

#### Essential

- Significant experience with a proven track record in the field of community care
- Experience of working with a wide range of vulnerable individuals across different ages and life situations
- Good knowledge of the current local health and care systems and services available
- Excellent communication, interpersonal and team-working skills
- Significant experience of training and supporting volunteers
- An awareness of data protection, clinical governance and other relevant legislation
- An ability to be self-motivated, to work both independently and as a team player, and to manage a wide range of competing demands and prioritise where necessary
- Reliable, consistent, and adaptable as the role and provision evolves and grows
- Strong IT skills (including Excel, Word and Outlook) and some experience of working with CRM databases
- Excellent organisational skills
- An ability to ensure privacy and discretion and maintain clear boundaries at all times
- A willingness to work in alignment with the principles and values of NNLS and Masorti Judaism

#### Desirable

- Professional qualification of DipSW or equivalent
- Counselling qualification or similar expertise, to demonstrate outstanding listening and communication skills
- An understanding of the workings of a large synagogue or similar community setting

Successful candidates will be subject to an enhanced DBS check.

Interested candidates are welcome to contact Claire Mandel to find out more about the position.

Applications to be submitted by full CV and cover letter (detailing your motivations and experience for securing this position) to Claire Mandel at [execdirector@nnls-masorti.org.uk](mailto:execdirector@nnls-masorti.org.uk) by Friday 8<sup>th</sup> February 2019.

Interviews will take place during week commencing Monday 11<sup>th</sup> February 2019.