

WGNS – Life of a Job

	Client		Call Coordinator		Volunteer
1	Client contacts scheme coordinator typically by phone or email				
		2	Call Coordinator takes details of request and records it on Call Coordinators Job Sheet		
		3	Call Coordinator completes/reviews/updates Call Coordinator Client Record		
		4	Call Coordinator records Client Contact Details and Task Details on Call Coordinators Record Sheet		
		5	Using Volunteer Matrix , Call Coordinator identifies possible volunteers and contacts them in turn until one is found to undertake the job or, all options are exhausted,	5	When contacted by the Call Coordinator, Volunteer must decide if they can take on job, if not say so. If they can, Volunteer completes a Volunteer Job Sheet Confirmation and Receipt with details they need to complete job. If more information is required, they must ask Call Coordinator to obtain this. Call Coordinator and Volunteer agree charge, if any, and date and start/pick up time.

WGNS – Life of a Job

6	Client confirms arrangements including, times and any charges where they apply.	6	Once a volunteer has been identified and has agreed to take on the job, Call Coordinator contacts Client to confirm details, including charge, if any, date time of job, and volunteers name and request that the Client confirms the booking is to proceed. If felt necessary, prepare a Confirmation of Booking sheet and pop through Clients letterbox.		
		7	Complete Call Coordinators paperwork for booking: <ul style="list-style-type: none"> • Call Coordinators Job Sheet and file with Job Sheets awaiting completion • Call Coordinators – Client Record and file in Client Records folder • Call Coordinator Record Sheet with Confirmation Details • Put entry in Diary for date the job has been scheduled 		
8	Be ready for Volunteers arrival			8	Arrive on time for booking and confirm with Client that what you are expecting to do is correct. If any variation, then record on the Volunteer Job Sheet Confirmation and Booking.

WGNS – Life of a Job

9	If a payment is due, be prepared to pay this upfront. Parking may be paid retrospectively when known.			9	Complete task, collecting any agreed payment at the start. You may need to collect payment for parking post completion. When receiving payment, complete the Payment Rec'd and Received by and Cash Receipt sections of the Volunteer Job Sheet Confirmation and Receipt . Tear the Cash Receipt section off and hand to Client
10	Sign Work Completed satisfactorily section of the Volunteer Job Sheet Confirmation and Receipt as a job completed and add any feedback.			10	On completion of Job, get Client to sign off the Work completed Satisfactorily section of the Volunteer Job Sheet Confirmation and Receipt and encourage client to add any feed back
		11	On receipt of text update records to show job has been completed and volunteer has safely left client: <ul style="list-style-type: none"> • Call Coordinators Job Sheet – Complete Volunteer Confirmed Completion Details • Mark Diary entry as job completed and time of Notification 	11	Text coordinator using the scheme phone number 07939 685537 to confirm completion of Job and safe departure from Client
		12	File completed Call Coordinators Job Sheet in completed jobs awaiting month end matching and analysis section of Call Coordinators Work Book	12	File completed Volunteer Job Sheet Confirmation and Receipt for hand over at month end
ACCIDENTS AND INCIDENTS					

WGNS – Life of a Job

			<p>If at any time before, during or after a job details are received from the client or volunteer about an incident or accident then these details must be recorded on the Call Coordinators Job Sheet and recorded in the Accident and Incident Log Book. All such records must be kept to the facts and dated and signed. Where necessary it should be escalated to the Safeguarding Rep or a member of the Management Group ASAP.</p>		<p>If at any time before, during or after a job an incident or accident occurs then details must be recorded on the reverse of the Volunteer Job Sheet Confirmation and Booking sheet be dated and signed. They must also be reported to the Call Coordinator ASAP. All such records must be kept to the facts. Where necessary it should be escalated to the Safeguarding Rep or a member of the Management Group ASAP. In a Safeguarding issue it is the responsibility of the volunteer to report the issue resolution of any issue will be passed on to the appropriate authority by the Safeguarding Rep</p>
MONTH END CONSOLIDATION BY LEAD CALL COORDINATOR					

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		<p>At the end of each Month End the lead Call Coordinator will assemble all the documents used during the month:</p> <ul style="list-style-type: none">• Call Coordinators Record Sheets• Call Coordinators Job Sheets• Volunteer Job Sheet Confirmation and Receipts <p>These two job sheets will be matched and attached to one another, feedback extracted for review and feedback to the management group and any issues raised will be considered and addressed. Any missing documentation will be chased and the monthly statistics will be collated and issued to the Management Team. On completion, the months documentation will be stored together in case it is required for further analysis/audit/insurance purposes.</p>	
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Important Note

It is important that all Call Coordinators and Volunteers recognise that all the documentation forms the Audit Trail of our work and should any accident or incident occur, or any claim be made against the schemes Public Liability Insurance, this information and documentation will be required to be submitted to the relevant organisation.