



## **Project Assistant: Be Included Be Involved**

**Full Time 37.5 hours per week**

**Fixed Term contract until 30<sup>th</sup> November 2019**

**Salary (FTE) £18,903 per annum - pro rata**

### **The Haven**

The Haven is an award winning charity which aims to improve the quality of life of people affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and support is provided, to clients and their families, by a multidisciplinary team of nurses, therapists and volunteers. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role. The Haven has been recognised nationally through attainment of the King's Fund/GSK IMPACT Award and the Queen's Award for Voluntary Service.

In April 2016 a brand new custom designed building opened in Forth with the aim, via a 3 year development plan, of becoming a vibrant hub from which to deliver an increased range and number of Haven services to families across rural Clydesdale. The 'Be Included Be Involved' Project is a new initiative designed to increase access for people living in Forth and the surrounding areas of Clydesdale to a range of volunteering opportunities.

Volunteers are a very important part of The Haven team who work as part of a multidisciplinary team with nurses and therapists to ensure our clients receive the highest standard of care. Volunteer opportunities within The Haven, such as Peer Support Volunteers, Volunteer therapists and a range of additional volunteering opportunities allow people to learn new skills, build confidence and develop experience in a health care setting and as a result move them further towards their personal volunteering/career aspirations.

Through the delivery of ***an exciting new initiative, the "Be Included - Be Involved" project***, and with the support of key partners, we aim to establish self-sustaining, robust volunteering pathways and 30 volunteering opportunities. This will allow us to increase the range and number of services we deliver to families affected by Life Limiting Illness in Clydesdale.

***Be Included Be Involved offers the potential for a highly motivated, empathic and compassionate individual to join our multidisciplinary team to support the successful development and delivery of the project and associated outcomes. This is an ideal opportunity for a recent college or university graduate to develop a range of skills in an intern/project assistant role or equally for a confident and skilled administrator to undertake a new challenge as part of a project team.***

This post will be based within The Haven Centre at Forth (36 Manse Rd, Forth ML11 8AJ).

## **Role Specification:**

Reporting directly to Be Included Be Involved Co-ordinator, you will contribute to the success of the project by undertaking a range of key duties which support the recruitment, induction and on-going development of volunteers and by maintaining effective systems and processes for monitoring, evaluation and reporting purposes. As an integral member of The Haven multidisciplinary team you will assist in raising awareness of and promoting the project, will provide general office and reception duties associated with the project and will be a key contact for volunteers and partner organisations. The post will also involve the scheduling of volunteers to assist in the smooth running of all Haven services and additional activities.

## **Main Duties & Responsibilities**

1. **Support the successful development and delivery of Be Included Be Involved Project and meet project outcomes** – Reporting directly to the Be Included Be Involved Co-ordinator, work collaboratively with Haven staff and volunteers to assist with project management and provide comprehensive and high quality administrative support. Ensure that all funder outcomes are achieved within defined timescales.
2. **Development and maintenance of robust administrative systems and processes** - Ensure robust monitoring and evaluation systems, processes, guidelines and protocols are implemented, that support the delivery of the project and beyond.
3. **Communications:** – Provide general office and reception duties associated with the project and be a key contact for volunteers and partner organisations. Ensure information relating to signposting pathways and associated processes is communicated with partners and wider communities. Be a key contact for volunteers, facilitating scheduling of volunteers and assist in the smooth running of Haven services.
4. **Contribute to the development of a Project Communications Plan** – Work alongside The Haven’s Community Engagement Co-ordinator and Be Included Be Involved Co-ordinator to raise awareness of the project and ensure it is publicised and promoted, within target neighbourhoods, to partners and to the Haven multidisciplinary team including volunteers.
5. **Support the efficient implementation of The Haven’s Volunteer Development programme** - Provide administration support for the recruitment and induction of volunteers including scheduling of interviews and induction sessions and preparation of associated paperwork required. Schedule volunteer evaluation meetings and support the preparation of volunteer progress reports.
6. **Evaluate outcomes and impact of the Project** – Assist the Project Co-ordinator to evaluate the progress and impact of the project towards key milestones and contribute to the production and dissemination of reports. Support the co-ordination a number of ‘learn and share’ events with key partners and minute all project meetings.
7. **Comply with all Haven policies** - including Health and Safety and Safeguarding Policies and attend and actively participate in staff training, team meetings and clinical supervision sessions. Be accountable for own actions and act in accordance with Haven policies and guidelines.
8. **Team Working** – Develop good working relationships with all personnel within The Haven. Ensure that the Haven is seen in a positive and professional light at all times.
9. **Personal Development** – Complete an annual Objectives and Personal Development Plan in consultation with the Service Development Co-ordinator and participate in performance reviews

## Person Specification

<u>Person Specification</u>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>		
Educated to HND level or equivalent administrative/project experience	Y	
Evidence of continuous personal and professional development	Y	
<b>Experience</b>		
Experience in an administrative role		Y
Experience of working with families affected by a range of Life limiting Illness		Y
Experience of working within a voluntary healthcare environment		Y
Experience of working with volunteers		Y
An understanding of volunteer recruitment and development		Y
Ability to work with staff members and volunteers at all levels	Y	
<b>Skills, Ability, Knowledge</b>		
Understanding of the needs of Haven Clients	Y	
Knowledge and understanding of databases and/or spreadsheets	Y	
Competent in use of Microsoft Office Packages	Y	
Knowledge of safeguarding policy and requirements including confidentiality and data protection		Y
Knowledge of ethical guidelines and boundaries in the delivery of healthcare services		Y
High standards of accuracy and speed in data entry and retrieval	Y	
Ability to coordinate workload, coordinate resources, meet deadlines and successfully deliver project outcomes	Y	
Current driving license and car driver/owner		Y
<b>Personal Qualities</b>		
An understanding of and alignment of the organisations aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively (verbally and written) with healthcare professionals, volunteers and clients	Y	
A high degree of personal motivation and a willingness to undertake relevant training required for project	Y	

**Location:** The post will be based at The Haven centre in Forth but the post holder may be required to travel to neighbouring communities to meet the needs of the role and the organisation.

**Hours:** Working hours full time 37.5 per week – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

**Line Manager:** The post-holder will report directly to The Be Included Be Involved Project Co-ordinator and will be expected to work collaboratively and effectively with all Haven personnel.

**General:** In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

***Applications in the form of a supporting letter that outlines why you are applying for the post, your relevant skills and experience and the personal qualities you would bring to the role (up to 2 A4 pages), and in addition a skills based CV to:***

HR Department - Mark this for the attention of (June Sutherland – Service Manager)

The Haven  
Blantyre Health Centre  
Victoria Street  
Blantyre  
G72 0BS

Or by

Email: [recruitment@thehavencentre.com](mailto:recruitment@thehavencentre.com)

**Closing date: 12 noon on Wednesday 28th November 2018**



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