



## **POST TITLE: SIDE BY SIDE DEVELOPMENT OFFICER**

We are looking for a self-motivated, team-orientated and enthusiastic individual to contribute to the development of a peer volunteer support model that complements the breadth of services available for people who are or have been affected by cancer in Dundee. The service is being co-designed and will be delivered by Volunteer Dundee, in partnership with Dundee Macmillan Improving the Cancer Journey. We are also working with a range of other local organisations which support people affected by cancer.

Side By Side will provide the opportunity for people affected by cancer to receive short-term, emotional and practical support from volunteers with a lived experience of cancer in a safe and confidential environment. Support will be offered primarily on a one-to-one basis but there will be scope for receiving support over the phone or through online facilities in future.

The post holder will support the development of this new initiative and ensure the delivery of a high-quality peer support service. Essential requirements to succeed are to demonstrate a good understanding of the values and principles that sustain the peer support approach, be familiar with this model and delivery method. Prior experience of working with people with cancer or long-term conditions is not essential, but positively welcomed.

This post is funded by the Dundee Macmillan Improving the Cancer Journey and Integrated Care Fund.

### **PURPOSE OF POST:**

- To contribute to the design and implementation of Side by Side Peer Support project.
- To play a part in the development and sustainability of this support service and ensure it is responsive to the needs of people affected by cancer.
- To ensure engagement in the service by and for people affected by cancer, play an active role in volunteer involvement, and work with partner projects to make the service user-centred, accessible and inclusive.

### **KEY DUTIES:**

- Support the promotion and visibility of the peer support service by engaging with key stakeholders and targeted support groups through meetings, events and information sessions.
- Maintain good working relationships with existing and potential sources of referrals and work collaboratively for the benefit of the client group.
- Ensure the effective management of incoming referrals, completion of assessment of needs and expectations of those referred in.
- Ensure good communication with referrers in relation to users' progress and challenges where pertinent, and arrange effective referral between services as and when required.
- Gain a comprehensive understanding of the needs and concerns of service users and arrange meaningful volunteer-service user matches.
- Monitor the effectiveness of the matches on an on-going basis and ensure that relationships are supportive, meaningful to the user and conducive to outcomes discussed in the initial assessment.

- Recruit, support and supervise peer volunteers in their role, to ensure suitability and volunteer satisfaction.
- Ensure that appropriate levels of volunteers are maintained to deliver the service.
- Actively participate in the Side By Side Steering Group and inform the members of progress, challenges and areas for improvement.
- Take minutes and manage the correspondence for the Steering Group.
- Ensure that the project progresses in line with the project plan and evolves in line with identified needs and expectations.
- Work to meet the project outcomes and undertake monitoring, reporting and evaluation of the project.
- Co-design evaluation tools to gather data and evidence-based information for monitoring and evaluation purposes.
- Promote the work of Dundee Macmillan Improving the Cancer Journey, Volunteer Dundee and Dundee's Third Sector Interface.

#### **OTHER DUTIES:**

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties as it is recognised that jobs change over time.

#### **RESPONSIBLE TO:**

Dial-OP & GO Coordinator

#### **MAIN WORKING CONTACTS**

- Internal:** Side By Side Steering Group, Dundee Macmillan Improving the Cancer Journey, Dial-OP & GO Coordinator and volunteers, Volunteer Dundee staff.
- External:** Dundee City Council and NHS Tayside, Integrated Care Fund projects, Third Sector Interface partners, community and voluntary groups.

#### **CONDITIONS OF SERVICE**

- These are set out in the organisation's conditions of service.
- All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
- The organisation has an Equal Opportunities policy and seeks to be an equal opportunities employer.

**SALARY:** £22,968 per annum pro rata, i.e. £11,484

**HOURS OF WORK:** 17.5 hours per week to be worked in accordance with VCD Conditions of Service. This post may involve evening and weekend working.

**CONTRACT:** Fixed-term for one year

**ANNUAL LEAVE:** 27 days per year, rising one day per year according to service up to 32 days, and Christmas closure

**TRAINING:** All Volunteer Dundee employees have the opportunity to request training and development in line with the Internal Staff policy.