



Children's Hospices Across Scotland

## JOB DESCRIPTION – VOLUNTEER HOME SUPPORT LEAD (EAST AND CENTRAL SCOTLAND)

### Job Details

Job Title – **Volunteer Home Support Lead (East and Central Scotland)**      Location – **Rachel House, Kinross**  
Responsible to – **Charge Nurse (CHAS at Home)**      Salary – **CHAS Band 4**  
Job Family – **Administrative**

### Job Purpose

Working within the CHAS at Home Team the post will manage the operational delivery of the volunteer home support service, developing it in east and central Scotland so as to reach up to 20 families who require the service.

The post is also responsible for gathering and analysing data which will inform the strategy for the scaling up of volunteer home support across Scotland.

### Main Tasks

- Project Management
- Volunteer Support, Management and Development
- Communications and Promotion of Volunteering
- Volunteer administration

### Job Activities

#### Project Management

- Work with the Children and Families Team to identify families suitable for the home support service
- Manage up to 20 matches, ensuring that the needs of both families and volunteers are met at all times and that volunteers are matched with families based on personality, interests and location
- Ensure the accurate collation of statistics, gathering of evidence and analyse data demonstrating the impact of the service on volunteers and families to drive improvements, service developments and inform the strategy for scaling up of volunteer home support across Scotland
- Ensure the voices of families and volunteers are heard and that they are involved in shaping developments within the home support service

### **Volunteer Support, Management and Development**

- Develop awareness and encourage compliance with relevant volunteer and CHAS related policies, procedures and risk assessments
- Recruit, train, manage, deploy and support up to 20 home support volunteers in east and central Scotland
- Organise and deliver volunteer training, facilitating volunteer peer support and individual volunteer support meetings
- Conduct home support volunteer interviews and inductions
- Ensure volunteer concerns are responded to timeously and responsibly, with all safeguarding concerns being escalated to the Family Support team immediately

### **Communications and Promotion of Volunteering**

- Develop and maintain links with local community groups and organisations to promote CHAS volunteering opportunities
- Develop informed volunteer recruitment strategies for the home support service, using CHAS's volunteer equalities monitoring data to ensure these are focused on engaging under-represented groups and communities in volunteering
- Promote and educate the value and principles of volunteering across Rachel House and CHAS at Home in east and central Scotland
- Work with the Communications Team to develop content for CHAS social media that promotes the home support service

### **Volunteer Administration**

- Provide comprehensive reports for managers giving statistics and analysis of volunteer activity across the home support service in east and central Scotland
- Liaise with the Head of Volunteering and wider Volunteering Team colleagues on best practice to ensure consistent approach to volunteering across CHAS
- Create and maintain database records, ensuring the Raiser's Edge volunteer database is up to date at all times

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties
- Responsible for ensuring that lone working policies are adhered to and that home support volunteers are sufficiently trained in keeping themselves safe whilst volunteering

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

## **Dimensions**

- Reporting to the Charge Nurse (CHAS at Home), responsible for managing and scaling up the volunteer home support service which involves volunteers visiting families in their homes to provide practical and sibling support
- Responsible for recruiting and managing up to 20 home support volunteers and matches

## Decisions and Communications

- The post will report to the Charge Nurse (CHAS at Home) and work will be directed through regular one to one meetings and the annual appraisal process
- The post will require to liaise with families using the home support service to ensure their needs are met and that a meaningful and high quality service is delivered at all times
- Required to respond empathetically to difficult situations and conversations involving volunteers and their roles which can be complex and bring them into emotionally challenging situations in homes. Post will require to bring a person-centred approach to problem solving
- Responsible for making recruitment and selection decision and escalating safeguarding concerns
- Post-holder required to build and maintain effective relationships with colleagues in the Volunteering Team, CHAS staff, CHAS volunteers and community groups



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## PERSON SPECIFICATION – VOLUNTEER HOME SUPPORT LEAD (EAST AND CENTRAL SCOTLAND)

### Education, Qualifications, and Training

#### Essential

- Educated to HND or equivalent demonstrable experience

#### Desirable

- None

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### Essential

- An understanding of the issues involved in volunteer management and the volunteer experience
- Adept at using Microsoft Office suite of packages
- Competent in the use of social media (specifically Facebook and Twitter)
- Excellent presentation skills
- Ability to interact positively with people; leading, developing and motivating volunteers and working as part of a small team
- Ability to work flexibly and adapt to the evolving priorities of the CHAS volunteering strategy

#### Desirable

- None

Method of Assessment – Application Form and Interview

### Experience

#### Essential

- At least four years of project and people management experience
- Experience of organising and delivering group training
- Experience of developing and maintaining links with local community groups and organisations

#### Desirable

- None

Method of Assessment – Application Form and Interview

## Personal Qualities

### Essential

- Ability to influence, inspire and motivate teams to grow volunteering in a supportive and structured way
- Awareness of, and sensitivity to, individual volunteer circumstances and availability
- Persuasive, motivating and empathetic when working with volunteers

### Desirable

- None

Method of Assessment – Interview

## Other Requirements

### Essential

- Willingness to travel between CHAS sites

### Desirable

- Full driving licence and access to a car

Method of Assessment – Application Form and Interview