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**Community Transport Glasgow**

**VOLUNTEER CO-ORDINTOR POST**

**Recruitment Pack**

**October 2020**

**Dear applicant,**

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting role catches your imagination and that you are encouraged to apply.

Community Transport Glasgow (CTG) is a charity and company limited by guarantee and was established to provide relief to communities of Glasgow and its environs, who are in need due to age, mobility, mental and physical disability, illness and poverty. This is achieved by providing affordable, reliable, accessible transport solutions to the local communities we serve.  CTG is one of the largest Community Transport Charities in Scotland.

Our transport solutions are tailored to the needs of people who have difficulty accessing public transport. The demographics of the local communities we provide transport solutions for include older adults, those with a disability or mobility issues and those who are socially excluded.

In terms of transport solutions provided, CTG delivers just about every type of transport that community transport operates. This includes group transport to local voluntary and community groups, community bus registered timetabled services, assisted support for learning school transport and demand responsive transport solutions - that assists individuals to access local services.

Following successful funding bids to the Robertson Trust and Glasgow City Council’s Communities Fund, CTG is embarking on a new service called Healthy Journeys. This service will operate a volunteer car scheme that enables those who cannot access health appointments, whether it is to their GP or Hospital, due to the barriers of transport. This will see volunteers, making use of their own cars, to transport people to their health appointments.

Therefore, we are recruiting a part-time Volunteer Co-ordinator to be part of our team. The following is included in this information pack to help you with your application:

* Background to Community Transport Glasgow
* Job Description
* Person Specification
* How to Apply
* Dates to Note

If you like the sound of this challenge and want to be part of something that makes a difference to people’s life, have good customer service skills and want to assist people in being able to get out and about, then we’d love to hear from you.

Come and be part of something brilliant!!

**About Community Transport Glasgow**

CTG’s **vision** is for increased and enhanced community transport services across Greater Glasgow, which are more frequently used by people isolated through location or circumstance, in order to improve their quality of life; and to widen the social and economic impact of community transport in these same communities.

CTG’s **mission** is to provide quality, sustainable and reliable community transport and related services to meet the needs of local communities across Greater Glasgow.

This will be achieved by:

1. Promoting the community transport sector to communities, funders and service commissioners, through evidence based research
2. Developing and delivering a range of different community transport services locally, across Greater Glasgow, to socially or geographically isolated communities
3. The development of a Training and Learning Centre that will provide training courses and programmes that cover the specific skills and qualifications required of those working or volunteering with organisations providing transport of one form or another
4. The establishment of a Transport Co-ordination Centre that will provide a single point of contract for communities to access transport solutions.

In these ways we seek to improve the transport options available to communities, and the standards of service and vehicles used in the provision of this transport. Also, we will use our day-to-day operations to achieve a wider impact in our community through creating a range of training, employment and volunteering opportunities.

From the range of transport solutions that CTG provides:

* 75,000 passengers make use of services annually
* 125,000 passenger journeys are carried out annually
* 70 local voluntary and community groups are members of CTG
* 75% are older adults aged over 65
* 15% are those with a mobility or disability
* 10% are young people

**Job Description**

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| **Job Title:** | Volunteer Co-ordinator |
| **Reports To:** | Manager |
| **Salary:** | £24,500 pro rata |
| **Hours:** | 25 hours per week |
| **Contract Period:** | Fixed for 3 years, extension will depend on funding |
| **Job Purpose:**  The Co-ordinator will manage, develop and expand CTG’s Health Journeys Project. The role will include developing referral pathways, raising awareness of the project, recruit, manage and retain volunteer drivers. | |

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| **Key Responsibilities:** | * Day-to-day management of project activities including monitor progress, risks and issues * Devise and deliver an effective volunteer recruitment campaign, using a range of media outlets, including the use of social media * Deliver a comprehensive recruitment and induction package to all volunteers, including PVG checks and the delivery of induction and other relevant training * Co-ordinate the volunteering training requirements in conjunction with CTG Training Manager * Provide management and support and supervision to the volunteers * Liaise with CTG’s Transport Co-ordination Centre in relation to the booking and planning of journeys * To develop an effective referral system and pathways * Liaise with the patients including dealing with any issues or complaints * Develop and implement a performance management system to evaluate the impact of the project and ensure coherence in terms of regulatory practice * Ensure the scheme adheres to the Quality Framework set out by Strathclyde Partnership for Transport * Explore and develop partnerships with relevant agencies * Assist with on-going fundraising for the project * Prepare detailed reports on aspects of the project, including to funders and as required |

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| **General Duties:** | * CTG has a Health & Safety Policy, a copy of which is available in the Staff Handbook. Employees are expected to read this policy and take all necessary steps to comply. It is a condition of employment that the employee works safety, having regard to themselves and those around them. The employee must also comply with all CTG procedures and practices from time to time relating to health and safety matters. Any failure to do so may result in disciplinary action being taken against the Employee. * Employees will be expected to undertake any reasonable request. * Employees are expected to work collaboratively with colleagues and ensure effective teamwork. |

**Person Specification**

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| **Job Title:** | Volunteer Co-ordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **Educational Attainment** |  | Good standard of education. |
| **Knowledge Required** | Knowledge of Third Sector | Understanding of the Community Transport Sector |
| **Experience Required** | Experience of managing or coordinating projects and volunteers  Experience of recruiting, managing and working with volunteers together with an empathy with volunteers and an understanding of their needs  Experience of working with the public. |  |
| **Skills and Aptitudes Required** | Experience of using computers including inputting into databases, Microsoft Work, Excel etc.  Strong interpersonal skills and the ability to deal with a diverse range of people.  Excellent customer care skills, including a good telephone manner |  |
| **Personal Qualities Required** |  | Self-motivated, act on own initiative.  Ability to identify improvements to the service. |
| **Circumstances**   * **Working Unsociable Hours** * **Driving Licence** * **Car Ownership** | Willingness to work some evenings and weekends | Yes  Desirable |

**How to Apply**

Please ensure you read the Job Description and Person Specification prior to completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You should send your completed Application Form and Equality Monitoring Form either by e-mail to [projectofficer@ctglasgow.org.uk](mailto:projectofficer@ctglasgow.org.uk) or by post marked Private and Confidential to:

Community Transport Glasgow

Annick Industrial Estate

Block 1, Unit 5

43 Sandilands Street

Glasgow

G32 0HT

You will receive confirmation that your application submission has been received when you submit your application form. When we begin to process your application, you will receive an email or telephone call from Community Transport Glasgow confirming receipt. If you have not received a confirmation within 3 working days from the closing date, please email [projectofficer@ctglasgow.org.uk](mailto:projectofficer@ctglasgow.org.uk)

Unfortunately, we may not be able to write to applicants who are not successfully shortlisted for interview due to the volume of applications. If you have not received an invitation for interview within 10 days of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

Community Transport Glasgow does not accept a CV, unless a CV has been specifically requested as part of the recruitment process.

**Dates to Note**

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| Closing date for Applications | 22 October 2020 |
| Shortlisting of Applicants | 23 October 2020 |
| Interviews | W/C 26 October 2020 Via MS Teams |