

## **Job Title: Participation Manager**

**Role Reports To:** Delivery Leader for Glasgow and the West

**Direct Reports:** None

**Job Family:** 3 - £24,000 FTE

**Department:** Delivery

### **Overview**

Volunteering Matters is a national volunteering and social change charity. We use the unique power of volunteering to resolve some of the UK's most pressing social issues. We have made a public commitment to "Keep the Promise" and we are thrilled to have received funding from The Promise Partnership.

The Promise Partnership is responsible for driving change demanded by the findings of Scotland's Independent Care Review. The review issued its vision for Scotland in February 2020, this was titled '[The Promise](#)' .

The Partnership works with all kinds of organisations to support shifts in policy, practice, and culture so Scotland can "Keep The Promise" it made to care experienced infants, children, young people, adults and their families - that every child in Scotland grows up loved, safe and respected, able to realise their full potential.

### **Role Purpose**

As our Participation Manager you will lead to deliver organisational change in line with Scotland's commitment to creating capacity in the 'care system' to Keep the Promise and provide holistic family support.

The role involves working across Volunteering Matters and ProjectScotland's portfolio of programmes across Scotland. Working closely with a wide range of colleagues across our Delivery, Impact, HR and Comms teams, you will ensure that our projects and day-to-day practices align with the work and vision of the Promise and incorporate a rights based approach as now legislated in Scotland through the UNCRC.

You will also support our internal Diversity, Inclusion and Equality network.

You will audit and assess the organisations current delivery and development landscape - evaluating, facilitating, reflecting, and then implementing measures to ensure we live and breathe the values of the Promise. This includes internally within our organisation and externally across the communities we reach.

The approach taken will include 5 foundations outlined by the Promise as a framework to guide activity:

**Voice:** Children must be listened to, and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need. There must be a compassionate, caring decision-making culture focused on children and those they trust.

**Family:** Where children are safe in their families and feel loved they must stay – and families must be given support together to nurture that love and overcome the difficulties which get in the way.

**Care:** Where living with their family is not possible, children must stay with their brothers and sisters where safe to do so and belong to a loving home, staying there for as long as needed.

**People:** The children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassionate in their decision-making and care.

**Scaffolding:** Children, families and the workforce must be supported by a system that is there when it is needed. The scaffolding of help, support and accountability must be ready and responsive when it is required.

We aim to normalise care experienced people's active and meaningful participation in the design and delivery of our projects (both current and future), the recruitment of staff, our ways of working and through our day to day and long term impact.

We aim to improve our ability to support and challenge on behalf and alongside care experienced people in a manner that is empowering & enabling to them and demonstrates our organisation's ability to continue to evolve and develop.

## Key Duties & Responsibilities

- Lead on our work to implement the Promise across our organisation, staff teams, networks and frameworks, including embedding a strong understanding and awareness
- Ensure that every programme has an accessible pathway into user voice, participation & feedback mechanisms as a given, not as an addition
- Engage staff, volunteers, and beneficiaries to audit and review our policies, systems, and practices in relation to the Promise values. Undertaking surveys, observations, questionnaires, focus groups
- Assist to inform both staff and volunteer training and development, understanding, recognising and working with recommendations from the Promise and facilitating new ways of working
- Collaborate with young people and families to create tools and materials that help raise awareness of the Promise across our projects, volunteer cohorts & community partners
- Recognise the confidential and sensitive nature of personal information relating to children, young people and families, and how this should be communicated, used, published, shared, recorded and handled appropriately
- Contribute to the Volunteering Matters team and upholding our values at all times
- Establish and maintain effective working relationships and communication lines with colleagues, volunteers, young people, families, partners and others
- Attracting, recruiting and supporting a network of volunteers particularly those who are care experienced
- Promoting and representing Volunteering Matters and our work in meeting the vision of the Promise both externally and across the organisation.
- Create networks and conversations which enable Volunteering Matters to learn from other Promise Partnership funded organisations, and care experienced individuals and families and develop collaborative learning opportunities.
- Administration tasks including maintaining up to date, effective and accessible records, and the use of Microsoft Office and other software packages

## Person Specification

### Skills

- A strong passion and commitment to volunteering, our organisational values and flexible working strategy
- Excellent communication and facilitation skills with a strong ability to influence and motivate others
- Excellent people skills, including being able to develop professional and effective relationships with a range of stakeholders
- Excellent organisational and time management skills including the ability to plan effectively
- Self-motivated, ability to work on own initiative, ability to multi-task, an approachable manner, team player and sound judgement skills
- Excellent administration and IT skills including the use of Office 365 and Microsoft Teams

### Experience

- Awareness and understanding of effectively supporting young people or families, particularly those who are care experienced
- Effective teamwork including building effective relationships with internal and external partners
- Experience of group facilitation/ running activities or events to engage children, young people and families
- Volunteer Management
- Child Protection/Adult Protection and Safeguarding process and policies
- Experience of achieving ambitious goals and targets, completing a high standard of work to meet successful outcomes

### Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications

## **Other**

The post will be home based. Internet access to enable remote working is a requirement.

IT equipment and infrastructure will be supplied. Post Covid-19 and in accordance with any social distancing guidelines there may be an expectation to travel across Scotland to engage with colleagues, volunteers and beneficiaries.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

## **Our Values & Ways of Working:**

In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values:

Empowering, Inclusive, Compassionate, Positive & Straightforward.

*This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.*