

Job Title	Hope Project Manager	Organisation / Project	Community Led Action & Support Project (CLASP)/ Hope Project
Location	North Ayrshire	Travel Required	Yes
Salary / Benefits	Salary plus 10% Pension contribution		
Hours of Work	28 hours		
Reporting to:	Board of Directors		
Direct Reports:	2 x 8.75 hour Activity Coordinators plus volunteers		
Job Summary			
<p>To manage the day to day operations of the HOPE Project to ensure successful delivery of services to meet agreed National Lottery Community Fund outcomes including one to one/telephone/digital befriending, weekly lunch club, social activities, health and fitness classes, social outings and information talks. To provide a volunteer management role including preparing volunteer codes of conduct, operating policies and procedures and managing volunteer performance. Assist in the development and design of Project services and processes including researching and completion of new funding applications to expand and develop project services.</p>			
Job Description			
<p>Service Delivery</p> <ul style="list-style-type: none"> • Recruit and induct volunteers. • Assess training needs of volunteers • Manage the HOPE Project incorporating the One to One/Telephone/Digital Befriending Services and lunch club and supporting and supervising the Activities Coordinator in delivery of social activities, health and fitness classes, social outings and information talks to meet agreed outcomes of Funder. • Research and complete funding applications in pursuance of the development and expansion of HOPE Project services throughout North Ayrshire. • Liaise and work with key personnel from North Ayrshire Council/NAHSCP and partner organisations with regard to Befriending Services and activities delivery throughout North Ayrshire. • Establish appropriate referral pathways and paperwork systems for referrals. • Deliver or source appropriate training for volunteers and develop programmes accordingly. • Provide line management of staff and volunteers. • Organise and co-ordinate regular volunteer team meetings and keep records of meeting. • Approval and payment of volunteer expenses. • Act as Lead Signatory for Volunteer Scotland and process and administer PVG Disclosure checks for volunteers/staff members in line with CLASP-Disclosure, Rehabilitation of Offenders and Protection of Vulnerable Groups/Handling, Use, Storage and retention of Disclosure Information policies and relevant legislation. • To observe all health and safety requirements and ensure the Resource Centre premises meet all health and safety requirements. 			

- Maintain and reconcile all monthly project activity income ensuring accurate record systems in place and lodging any income generated into Resource Centre Account.
- Develop and maintain a confidential recording system of all client use of HOPE project services
- Maintain systems for monitoring progress towards meeting milestones and outcomes and preparation of funding reports as and when required.
- Publicise and promote HOPE Project services to partner organisations and older people groups.
- Organise and co-ordinate quarterly service user meetings and keep record of meeting.
- Develop Asset Register of Equipment
- Carry out and keep records of Risk Assessments.
- Prepare and submit monthly progress reports to the CLASP Board of Directors.
- Any other duties appropriate to the role, as directed by the CLASP Board of Directors.

Resources

- Manage all resources efficiently and account for their usage in accordance with policies and procedure

Organisational

- Play an active role in supporting the achievement of team and organisational objectives
- Maintain a current knowledge of, and adhere to, CLASP and associated projects policies, and procedures
- Represent CLASP positively taking a professional approach at all times, promoting the organisation's mission and values
- Participate constructively in meetings, forums, training opportunities and other events
- Contribute knowledge to inform service and organisational improvements and developments

Professional Development

- Participate fully in support and supervision sessions and operations meetings
- Participate in training and development opportunities identified or agreed by line manager
- Maintain a current knowledge of available resources, and relevant regulatory and legislative requirements
- Take responsibility for own continuous professional development

Culture

- Promote a culture where diversity and difference is valued and respected
- Treat service users, colleagues and external contacts with respect
- Actively develop good relationships with service users, colleagues and external contacts

- Promote the learning organisation by proactively participating in the professional development of self and others, and in service improvements and developments
- Encourage improvement and innovation by sharing ideas, reflections and experience of service delivery
- Embrace experimentation, positively trying new ideas and service developments

Implemented: 01-11-21

Reviewed: 31-03-21