

Job Description



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| Job Title: | Area Manager for Cruse Scotland South Area <i>(Cruse Scotland South Area covers the geographical areas of: Edinburgh, The Lothians, The Scottish Borders, Forth Valley and Stirling)</i> |
| Location: | Home based/Edinburgh, with travel throughout South of Scotland and to Perth |
| Reporting to: | Operations Manager |
| Hours: | 35 hours per week |
| Salary: | £26,000 per annum plus 6% contribution to pension |

Purpose and Aim of the Role:

The role of the Area Manager is to ensure the effective delivery of Cruse Scotland objectives as outlined in the organisation's strategy and implementation plan. Key functions include managing service delivery through the South Area volunteer team and engaging with statutory funders and local authorities.

Profile:

This includes providing bereavement support and counselling to clients via volunteers and groupwork.

Key Functions and Responsibilities:

- **Delivering Cruse Scotland objectives throughout the South Area as outlined in the Strategy and Implementation Plans, to include:**
 - Managing service delivery through our South Area volunteer team
 - ensuring that South Area operational targets are met
 - Proactively establish and maintain relationships with funders and partner agencies to promote the work of Cruse Scotland
 - Develop and sustain knowledge of local authority priorities across each HSCP in South Area.
 - Collaboration with fundraising colleagues, to prepare reports and case studies for external use including funders such as HSPCs
 - Contribute to development of services, volunteer management and service user engagement
 - Representing Cruse Scotland at meetings with partners and networking events
 - Providing occasional telephone and reception cover to bereaved clients when required

- **Day-to-day management of the Area, working closely with Area Co-ordinator including:**
 - ensuring the timeous collection and input of volunteer and client data
 - ensuring the collation and report of evaluation data
 - ensuring that client documentation is issued in line with policy timescales
 - ensuring adequate cover for holidays and sickness and any other unforeseen absence

- **Line Management Responsibilities, including:**
 - day-to-day support and supervision of South Area Co-ordinator
 - Provision of monthly supervision and annual appraisal to South Area Co-ordinator
 - Monitor progress and performance towards workplan of South Area Co-ordinator

- **Managing and supporting Cruse Scotland volunteers within Cruse Scotland South Area, including:**
 - In liaison with Volunteer Development Manager and Operations Manager, ensuring that there are sufficient volunteers to deliver service
 - ensuring that volunteers are working within Cruse Scotland policy guidelines
 - co-ordination of Continuing Professional Development training programme in conjunction with Volunteer Development Manager
 - sharing client feedback with volunteers and addressing any concerns raised
 - dealing with any day-to-day issues arising within the volunteer team
 - provision of general guidance and support to volunteer team
 - participation in recruitment, training and development of volunteers

- Contributing to implementation of Cruse Scotland Fundraising and Communication strategies

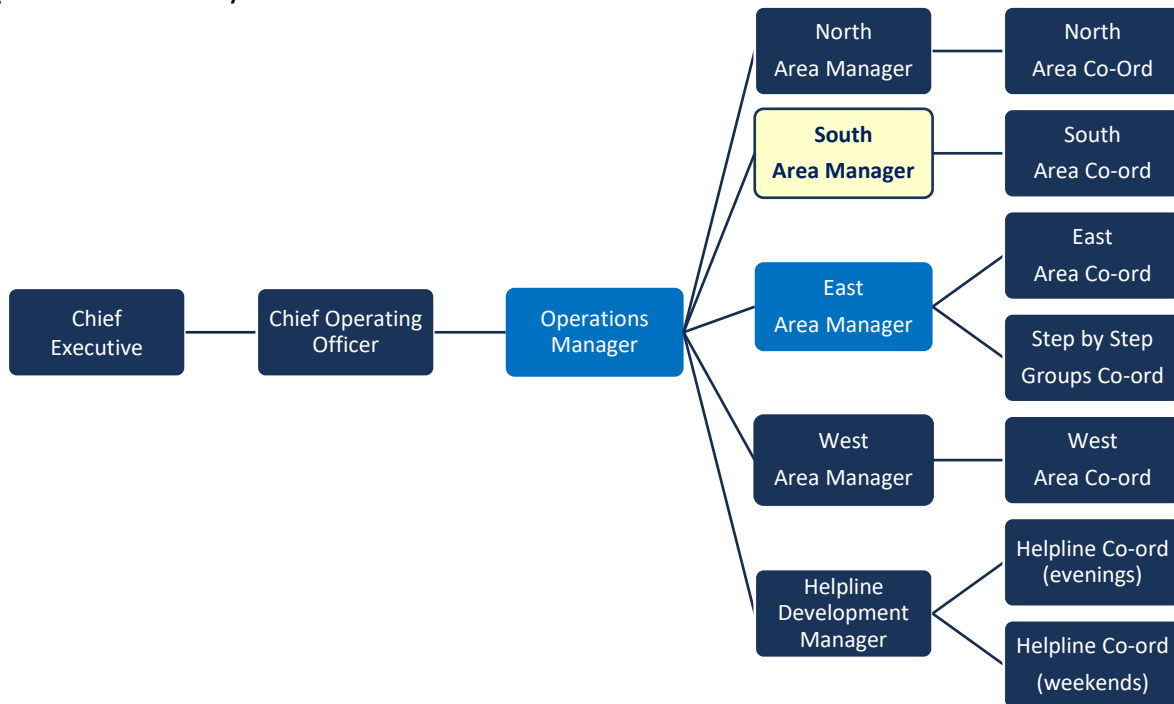
- Implementing and maintaining Cruse Scotland policies as outlined by Cruse Scotland Board of Directors

- To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.

- To carry out any other duty as reasonably required by the Operations Manager, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

ORGANISATIONAL DIAGRAM:

(Client Services Team)



CONTACTS/LIAISON:

Internal: Operations Manager; Chief Operations Manager; Chief Executive; Area Co-ordinators, Peer Area Management; Fundraising Managers; Volunteer Development Manager; Helpline Team; National Training Manager

External: Funders; HSCPs; TSIs; other Volunteer/Charitable Organisations; other Statutory Services; Partner Organisations.

Person Specification and Profile

| Skills and Qualities | Essential | Desirable |
|--|-----------|-----------|
| Skilled use of Microsoft Office and Outlook | ✓ | |
| Excellent organisational skills | ✓ | |
| Competent report writing skills | ✓ | |
| Excellent communication skills with the ability to adapt those to suit particular situations | ✓ | |
| Influencing and networking experience | | ✓ |
| Staff supervisory experience | | ✓ |
| Excellent interpersonal skills showing warmth and understanding | ✓ | |
| Ability to problem solve | ✓ | |
| Ability to effectively manage time and priorities workload | ✓ | |
| Ability to meet deadlines | ✓ | |
| Excellent listening skills | ✓ | |
| Good people management skills | ✓ | |
| Experience | | |
| Experience of volunteer management | ✓ | |
| Experience or knowledge of counselling work | | ✓ |
| Knowledge of the environment in which Cruse Scotland works | | ✓ |
| Experience of dealing with upset/distressed/angry people | | ✓ |
| Experience of working with vulnerable people | ✓ | |
| Qualifications | | |
| Volunteer management qualification | | ✓ |
| Educated to degree or diploma level or equivalent | | ✓ |
| Personal Qualities | | |
| Of a calm disposition | ✓ | |
| Approachable | ✓ | |
| Team player | ✓ | |
| Able to use own initiative | ✓ | |
| Self-motivated | ✓ | |
| Ambassadorial | | ✓ |
| Efficient | ✓ | |
| Trustworthy | ✓ | |
| Confidential | ✓ | |