

Are you passionate about saving lives and empowering local communities? Do you want to be part of a dedicated team working towards a noble cause? Look no further! St John Scotland is seeking enthusiastic individuals to join us as Service Delivery Officers, who will help support our volunteer teams in delivering life-saving services across Scotland.

The role of the Service Delivery Officer is to support our volunteer teams to develop and deliver core services and outcomes to build and consolidate the identity of St John Scotland nationally and in local communities.

It is a WFH (work from home) opportunity with some occasional travel to our Head Office in Edinburgh and across Scotland to our 12 local Area teams as required.

We currently have two part time roles available.

- **Service Delivery Officer (PAD & CPR) - 30 hours**
- **Service Delivery Officer (PTS & CFR) - 22.5 hours**

Service Delivery Officer (PAD & CPR)

Main duties and responsibilities:

- Support Public Access Defibrillators (PAD) and Bystander CPR services at national and area levels.
- Assist communities in acquiring PADs and monitoring their impact.
- Collaborate with partner organisations to understand priority needs and impact.
- Coordinate free Bystander CPR and defibrillator awareness training for community groups and the public.
- Manage procurement and delivery of defibrillators, cabinets, and CPR training equipment.
- Recruit and retain CPR Leads and Champions in collaboration with the Volunteer Development Officer
- Support the development and work of PAD and CPR Communities of Practice
- Generate quarterly and annual data for monitoring output and progress.
- Ensure effective governance arrangements for projects and services.
- Perform additional duties as assigned by the Service Development Manager and CEO of St John Scotland.

Service Delivery Officer (PTS & CFR)

Main duties and responsibilities:

- Support development of Patient Transport Services (PTS) for renal dialysis and oncology patients at Area Level
- Continue and enhance existing services in all current areas.
- Develop new services based on opportunities and available resources.
- Support provision of St John Scotland PT vehicles and volunteers using their own vehicles.

- Recruit and retain coordinators and drivers in collaboration with the Volunteer Development Officer.
- Provide clothing and equipment for patient transport services.
- Establish a partnership with the Scottish Ambulance Service to increase support for Community First Responder groups (CFR).
- Support the development and work of the Patient Transport Community of Practice.
- Generate quarterly and annual data for monitoring output and progress.
- Ensure effective governance arrangements for all projects and services.
- Perform additional duties as assigned by the Service Development Manager and CEO of St John Scotland.

Requirements of both Service Delivery Officer roles:

- Able to demonstrate a willingness to work alongside volunteers to support them and their activity, to empower others and work collaboratively.
- Highly motivated and resilient. Able to use initiative, demonstrate discretion, sound judgement and effective decision-making ability.
- Excellent communication skills such that you can communicate effectively with people and groups from primary school children to Board Members.
- Commitment to effective remote and hybrid ways of working and meetings.
- Flexibility and adaptability.
- Accuracy and attention to detail.
- Clean UK driving license and a willingness to travel on charitable business and work flexibly to enable effective engagement with our volunteer teams across Scotland. Mileage will be paid, and public transport encouraged, where possible.

Experience desired for both Service Delivery Officer roles:

- Working with volunteers in a leadership role within a decentralised organisation to deliver specific outcomes.
- Community engagement to initiate projects, develop, deliver, and demonstrate impact.
- Developing effective partnerships, collaborative working arrangements and/or service agreements with other organisations which demonstrate contribution to overall objectives.
- Managing projects, event planning and administration reporting to senior management.
- Experience directly relevant to any of our core services is highly desirable.
- Working within a distributed or remote team desirable

About you:

- Ability to work collaboratively with volunteers, colleagues, and partners to develop and deliver services.
- Knowledge of governance and operational requirements of working within the charity sector.
- An awareness of community health resilience and equalities issues is desirable.
- Holding a First Aid or similar qualification is desirable.
- Excellent IT skills, including experience of using the full Microsoft Office suite with a particular focus on communication within a decentralised organisation.
- Evidence of ongoing development and learning.
- SCQF Level 7 qualification or above - or equivalent – desirable.



St John Scotland **Registered Office:** 21 St John Street, Edinburgh EH8 8DG.
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Application Notes:

Please download and read full role description and person specification before applying.

Download full role description - [here](#)

Please submit applications by CV and covering letter, explaining how your skills and experience would be a suitable fit for the role, to info@stjohnscotland.org.uk. Please make sure to mention the position you wish to be considered for as the email subject title.

Closing date: Tuesday 25th July 2023

Interviews for the Service Delivery Officer vacancies will be held the week beginning 31st July 2023. All candidates invited to interview will be sent a short task to complete online prior to their scheduled interview.

About St John Scotland

St John Scotland is a charity working to create a caring Scotland where more of us will survive a health crisis to live longer, and better. Our services are delivered by dedicated teams of volunteers, working in the heart of communities across the country. Whether providing CPR training, increasing public access to defibrillators, being Community First Responders or transporting patients to hospitals, St John Scotland is there when it matters most. We believe when we work together, we can save lives.

To know more visit our website – www.stjohnscotland.org.uk