

# Job Description



<b>Job Title:</b>	Area Manager for Cruse Scotland West Area <i>(Cruse Scotland West Area covers the geographical areas of: Ayrshire &amp; Arran; Dumfries; Dunbartonshire; Glasgow &amp; Greater Glasgow; Lanarkshire and Renfrewshire)</i>
<b>Location:</b>	Hybrid with regular presence in Glasgow Office base required, with travel throughout West Area of Scotland and to Perth
<b>Reporting to:</b>	Director of Client Services
<b>Hours:</b>	21 hours / 3 days
<b>Salary:</b>	£16,000 (£26,666 FTE) per annum plus 6% contribution to pension (subject to April salary review)

## **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 values, strategy and implementation plan. Key functions include managing service delivery through the West 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 West Area as outlined in the Strategy and Implementation Plans, to include:**
  - Managing service delivery through our West Area volunteer team
  - Ensuring that West 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 West Area.
  - Collaboration with fundraising colleagues, to prepare reports and case studies for external use including funders such as HSCPs
  - Contribute to development of services, volunteer management and service user engagement
  - Representing Cruse Scotland at meetings with partners and networking events, including lead responsibility for attending a nominated Cross Party Group.
  - In collaboration with H&S consultants and relevant colleagues, ensure adherence to statutory compliance of Health and Safety legislation and recommendations provided within West Area

- **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 within the Area and Client Services Team
  - providing regular administrative cover including client and volunteer admin, telephone and reception cover around co-ordinator working pattern and absence
  - key responsibility for embedding and supporting new projects into Local West Area delivery and including the supporting of relevant staff, volunteers, contractors and with key staff in partnership organisations
  - initial principal point of contact in addressing areas of concern raised by clients, volunteers or colleagues in relation to West Area service delivery, resolving or escalating as required to Director of Client Services and/or Chief Executive
  
- **Line Management Responsibilities, including:**
  - day-to-day support and supervision of West Area Co-ordinator
  - Provision of monthly support and supervision and annual appraisal to West Area Co-ordinator
  - Monitor progress and performance of West Area Co-ordinator
  
- **Managing and supporting Cruse Scotland volunteers within Cruse Scotland West Area, including:**
  - In liaison with Volunteer Development Manager and Director of Client Services, ensuring that there are sufficient volunteers to deliver service
  - ensuring that volunteers are working within Cruse Scotland policy guidelines
  - supporting Volunteer Development Manager in delivering a programme of Continuing Professional Development to volunteers
  - sharing client feedback with volunteers and addressing any concerns raised
  - conducting volunteer annual reviews and addressing any concerns raised and training needs
  - 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, induction and development of volunteers and placement students
  - ensuring suitable rooms, and venues, are available for volunteers to conduct client sessions and facilitate groups
  - initial contact with volunteers and staff in connection with any Safeguarding and/or Child Protection concerns including reporting and escalating as required
  
- Supporting and contributing to Cruse Scotland’s Fundraising and Communications Strategy
  
- 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 Director of Client Services, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

## **CONTACTS/LIAISON:**

**Internal:** Director of Client Services; Chief Executive; Area Co-ordinators, Peer Area Management; Fundraising Managers; Volunteer Development Manager; Helpline Team; Training Team; Finance Director; Office Manager

**External:** Funders; HSCPs; TSIs; Local Bereavement Networks; Nominated Cross Party Group; local Primary Care providers; 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	✓	