

# CACE Engagement and Development Lead Application Pack



## About CACE

CACE is a trusted community resource which has been operating in the Cumbernauld and Northern Corridor areas for over 30 years. We work to prevent loneliness and isolation, supporting older people and their carers to live well in the community on their own terms. We do this through a programme of activities, groups, and outings, door-to-door community transport, and a well-established befriending programme.

## Our vision

Our vision is to live in a community where older people are valued and supported to enjoy a good quality of life and live as independently as possible at home.

## Our aims

- To enable older people to have independence and wellbeing through a choice of social and community opportunities and support services helping them to make the best of later life.
- To help older people, their families, and carers to be well informed and supported, so they can make healthy and informed choices and retain control over their own lives for longer.
- To involve and include older people in all that we do. This includes the design, development and delivery of our services and their own care.
- To provide respite opportunities to carers of older people.
- To provide a Volunteer and Befriending service to provide volunteers to support us to run our groups and activities, and to provide Befrienders to older people who are unable to attend outside events.

## About the role

We are looking for someone confident and enthusiastic who shares our commitment to ensuring older people remain a valued and vibrant part of our community. Values-led, your motivation will inspire others across the community to engage with CACE's work.

We rely on volunteers to provide a consistently high quality, person-centred service, and it's essential that they have the very best support and training. As Engagement and Development Lead, you'll play a key part in influencing the organisation's culture through leading our volunteering and training programmes. You'll manage our volunteer-staffed Befriending Service, which pairs volunteers and older people seeking companionship through shared interests.

Our work is rooted in the local community, and we can only recruit excellent volunteers if we nurture our local connections. You'll helm our community engagement work, spreading the word about what we do, reaching new pools of volunteers, inspiring fundraisers, and developing new partnerships to benefit the people we support.

We are a charity run by a small team of committed individuals who work with the expectation that they will often have to step outside of their main role to support their colleagues and our service users.

This applies to staff at all levels, so you should only apply for this role if you are happy to get involved in all aspects of our day-to-day work.

### **Employment Details**

- Salary: £28,883 per annum  
This role is part-funded by the National Lottery Community Fund.
- Hours: 35 hours per week, usually worked Monday to Friday, with occasional evening and weekend working required.
- Duration: 1-year fixed term contract with possibility of extension.
- Benefits: Pension; 28 days holiday plus 9 public holidays.
- Location: Primarily office-based with attendance at external meetings and events. Occasional home-working may be available for specific pieces of work by prior agreement, but due to the size of our team and nature of our work, no roles at CACE are compatible with substantial home-working.
- Reporting to: CEO/Operations Manager
- Responsible for: The postholder will directly supervise Befriending volunteers and will coordinate with other colleagues to ensure all volunteers have access to support and supervision.

### **Key Activities**

#### Volunteer Engagement

- Work with CEO, Operations Manager and other stakeholders to develop and deliver Volunteering Strategy.
- Manage all stages of volunteer recruitment, from identifying need and attracting new candidates through to onboarding.
- Ensure necessary recruitment checks are carried out and kept up-to-date, including PVG scheme registration and record updates.
- Ensure the Volunteering Programme is compliant with relevant legislation.
- Ensure any risk assessments are carried out and kept up-to-date.
- Keep the service within budget.
- Work with colleagues to support allocation of volunteers to CACE's various projects and services (according to interests, skills, need etc).
- Work with colleagues to support peer networking and group supervision of volunteers and ensure ongoing support and training.
- Lead on celebrating the work of our volunteers.
- Collection, maintenance and analysis of volunteer data.
- Production of volunteering reports as required.
- Act as an ambassador and advocate for our volunteers, within CACE and to external stakeholders.
- Ensure volunteers have a voice within CACE and are able to contribute to strategy, service design and evaluation.
- Develop innovative ways of working to ensure our volunteers are able to support the changing needs of those we support and the services we deliver.
- Work to maintain CACE's status as a holder of the Volunteer Friendly Award.

#### Befriending Service Delivery

- Oversight of all aspects of the Befriending service.
- Respond to referrals and coordinate induction and ongoing support of new people to the service.

- Match volunteers to befriendees.
- Support and supervision of volunteers within the Befriending Service.
- Ensure a consistently high standard of person-centred support across the service.
- Gauge the changing support needs of individuals and ensure these are met in a dignified and compassionate way.
- Liaise with individuals and their loved ones, volunteers, social work and health practitioners as appropriate over individuals' needs.
- Ensure all services are compliant with relevant legislation.
- Ensure any risk assessments as needed by the service are carried out and kept up-to-date.
- Keep the service within budget.
- Ensure robust record keeping of all Befriending activities.
- Ensure involvement of befriendees and volunteers in service development.
- Liaise with all stakeholders in response to service needs and to promote the service, including befriendees/potential befriendees, carers, HSCP partners, community and voluntary organisations.
- Organise, attend and take an active role in community events to promote the service.
- Work to maintain CACE's status as a holder of the Quality in Befriending Volunteer Award.

#### Community Engagement and Partnership

- Lead on CACE's engagement with the local community, particularly with respect to:
  - Raising awareness and celebrating our work;
  - Strengthening links with local organisations, community groups and businesses;
  - Identifying opportunities for new services, activities, partnership work
  - Volunteer recruitment;
  - Opportunities for intergenerational volunteering;
  - Fundraising opportunities.
- Maintain established partnerships and actively develop new ones.
- Identify opportunities for volunteering across events, assisting fundraisers out in the community, and sourcing income generation opportunities at local events.
- Support fundraising activities on behalf of CACE.
- Support the running of events promoting the organisation.
- Contribute to traditional and social media marketing.

#### Training Development and Delivery

- Working closely with the Operations Manager, develop training pathways for all volunteers and staff.
- Deliver and/or commission programmes of regular and sporadic training to meet the changing needs of the service.
- Undertake regular skills audits and ensure training is kept up-to-date.
- Coordinate with other colleagues to ensure staff/volunteer training needs in services are anticipated or met ASAP.

#### Evaluation and Reporting

- Coordinate the collection, processing and analysis of data to support the evaluation of CACE's volunteer programme and its befriending service.

- Provide relevant and concise information in a reliable and timely fashion, preparing and presenting reports for internal and external assurance as required.
- Prepare reports and case studies to evidence impact.
- Ensure learning gathered from evaluation is translated into action.

Any other duties as may be reasonably required as part of the operation of the charity. This job description is a broad picture of the post, not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.

## PERSON SPECIFICATION

Required skills & experience	Essential	Preferred
<b>Education/qualifications</b>		
Volunteer management qualification		X
SVQ 3 or equivalent in Social Care, or a related area		X
<b>Professional experience</b> (for some criteria, lived experience may be relevant)		
Leading or facilitating groups	X	
Experience of people management	X	
Experience of leading a team, particularly dispersed teams		X
Experience of leading a team of volunteers		X
Experience of volunteering	X	
Experience managing recruitment		X
Experience managing a team of befrienders, or working as a befriender		X
Experienced training manager or experience of planning and delivering training	X	
Experience of carrying out community engagement work, including organising events and community fundraising	X	
Use of peer support models and group supervision		X
Demonstrable experience of working with others to explore and develop their ideas into actions	X	
Experience of supporting people to work towards their desired outcomes	X	
Experience of support work, in either individual or group settings		X
Experience of working with older people in a supportive role		X
Experience of working with people who have support needs, are disabled and/or have mental ill health		X
Experience of working with people who have dementia		X
Experience of person-centred practices		X
Experience of working with outcomes-based approaches		X

	Essential	Preferred
Experience of codesign and coproduction approaches in the health and/or social care sectors		X
Experience managing budgets	X	
Project management experience with a proven track record of delivery from design through to evaluation	X	
Experience carrying out risk assessments		X
Experience of a variety of evaluation methods, including the use of outcomes		X
Experience of data collection and analysis (quantitative and qualitative)		X
<b>Functional Skills and Knowledge</b>		
Highly competent IT user; quickly able to assimilate new tech skills	X	
Experience of using social media		X
Ability to prioritise, plan and deliver on key work activities within an agreed budget and timescale	X	
Exceptional communication, engagement and relationship building capability with a strong focus on the needs and interests of the people we support	X	
Strong listening and critical reasoning skills with the ability to synthesise information from a range of sources	X	
Ability to communicate in a consistent, inclusive and persuasive way	X	
Ability to work under pressure with competing priorities whilst maintaining strong attention to detail	X	
In-depth knowledge of the specific management of volunteers, particularly in relation to organisational engagement.	X	
Knowledge of contemporary practice in befriending services	X	
Knowledge of recruitment legislation relevant to social care sector	X	
Knowledge of training requirements within social care sector	X	
Knowledge of the impacts of isolation on wellbeing, and of approaches to counter these	X	

	Essential	Preferred
Knowledge of the issues which may affect and disadvantage older people, and of approaches to tackling these	X	
In-depth knowledge of the social care sector in Scotland		X
In-depth knowledge of the voluntary sector in Scotland		X
<b>Key attributes</b>		
Excellent relationship management skills with the ability to quickly establish credibility and build sound relationships and trust	X	
A motivational, collaborative leadership style that engenders a culture in which people feel trusted to deliver the charity's work and can thrive	X	
A drive to seek diverse viewpoints and other ways of doing things	X	
Proactive in identifying and acting on opportunities to innovate and develop	X	
A sensitive and nuanced approach to working with complex groups	X	
A creative approach to problem solving	X	
Resilience and integrity at all times evidencing adaptability to unexpected change, and the commitment to see things through	X	
A positive attitude to risk	X	
Passionate advocate for older people's rights	X	
Strong values consistent with those of the charity and the Scottish social care sector	X	
A commitment to putting people at the heart of designing the services they use	X	

This post is not currently subject to SSSC registration requirements.

If you believe you meet most of the essential criteria, but a small number would be development areas for you, please contact us to discuss where the gaps are and whether you should proceed with an application.

To apply please complete the application form and equal opportunities form and return them as separate files to [info@careatcace.com](mailto:info@careatcace.com). To arrange an informal discussion about the role, please call 01236 451 393 or email [info@careatcace.com](mailto:info@careatcace.com).

This role is subject to a PVG Scheme check.