

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Braveheart Co-ordinator – Top Toes Footcare Service

Part Time Post, 30 hours per week

Salary Scale: £27,470 – £30,245 pro rata

Location: Based in Sauchie, with travel across Forth Valley

2. JOB PURPOSE

The post holder is responsible for the development and delivery of Braveheart's footcare service in Forth Valley. The role includes co-ordinating and promoting the service, recruiting and managing volunteers, ensuring quality service delivery and monitoring and reporting on performance.

3. ORGANISATIONAL POSITION

The overarching aim of the Braveheart Association is to improve the health, function and quality of life for adults in Forth Valley. Braveheart engages with local people to take up services to improve their health and wellbeing.

The Braveheart Development Officer will be based in Sauchie and report directly to the General Manager.

4. DIMENSIONS

The Post holder is responsible for:

- Management and development of the Top Toes service
- Recruitment, training and management of volunteers
- Ensuring the smooth-running and quality delivery of the footcare service
- Monitoring and evaluating the service and reporting on performance.

5. KEY DUTIES/RESPONSIBILITIES

- To co-ordinate all aspects of the footcare service
- To recruit, train and support volunteers to deliver a quality footcare service
- To facilitate induction, training and support for all volunteers including holding regular meetings
- To develop and promote new footcare clinics in consultation with the General Manager
- To work with staff and volunteers to implement a new online payment system for clients
- To work with staff and volunteers to manage footcare clinic rotas

- To manage the screening of new clients and triage client referrals to the service using preapproved medical criteria
- To manage the clinic waiting list to keep it as short as possible
- To work with the Finance Administration Assistant to prepare and process authorised payment of invoices, expense claims and ensure all financial transactions are accurately recorded
- To work with Top Toes staff and volunteers to ensure all clinic diaries are up to date and clinic boxes are fully stocked
- To prepare reports for the General Manager and funders and keep records, monitoring and evaluating service quality and financial sustainability
- To ensure compliance with all Braveheart policies, including confidentiality and data protection in relation to volunteers and clients
- To report progress to the General Manager and recommend effective and cost-effective solutions for identified challenges
- To assist the Finance Co-ordinator in applying to funding bodies to develop the service
- To carry out any other tasks related to the development of the organisation as may be necessary in agreement with the Braveheart Manager

All Braveheart Association staff are expected to work in a flexible manner and to assist the team in the discharge of their responsibilities, particularly the following:

- Contribute to a positive and inclusive working environment within which regular performance review takes place and undertake further training, as appropriate
- Ensure safe working practices to protect the health, safety and welfare of clients and colleagues
- Participate in the implementation of operational plans to meet the objectives of The Braveheart Association

6. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential:

- Drive and enthusiasm to develop the footcare service
- Project management experience
- Experience of managing volunteers
- Excellent organisational skills
- Flexible and collaborative approach to work
- Access to own transport and valid licence
- IT literacy

Desirable:

- Experience of running a social enterprise
- Qualification in volunteer management or project management
- Good knowledge of the Forth Valley area
- Marketing and networking skills