

# PT Befriending and Volunteer Manager

## Job Description and Person Specification

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### Job Description

**Post** PT Befriending & Volunteers Programme Manager

**RESPONSIBLE TO:** Director

**RESPONSIBLE FOR:** Volunteers

**Salary** £23,660 - £27,300 FTE pro rata  
21 hours per week

**DURATION** July 2020 - June 2021

### Aim of the Post

To be responsible for managing the Eden Care UK Befriending Programme and Providing End of Life support. To recruit, manage and train volunteers to support Eden Care UK in the delivery of our Befriending Programme. To look at ways to expand our current work and be a part of transforming the lives of individuals and leaving lasting legacies. To support with achieving long-term sustainability of Eden Care UK through fundraising activities and events.

### Main Duties and Responsibilities

- To be responsible for the development and implementation of Eden Care UK Befriending work plan.
- To develop and deliver targeted Eden Care Befriending and Advocacy service within a 1 to 1 setting.
- To lead on the Rapid Response Team during end stages of life of service users.
- To be committed to the involvement and participation of service users.
- To maintain and develop effective relations with local agencies, community groups and networks.
- To support with all Eden Care UK fundraising events.
- To raise awareness of End of Life issues and terminal illness within targeted communities.
- To develop new partnerships and volunteers in different towns and cities.

### Volunteer Management

- To offer supervision and management of all volunteers.
- To manage all processes involved in recruitment, vetting and training of new volunteers.

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- To be responsible for the continuous professional development of volunteers through the provision of training opportunities.
- To process all volunteer expenditure in line with our Financial Procedures.

### Monitoring, Reporting and Safeguarding

- To ensure the safety of the service users whilst they engage with Eden Care UK.
- To oversee the effective management, monitoring and reporting of all funders external reports.
- To ensure Goal Setting Forms, Wish List and Personal Plans are maintained and updated for all service users.
- To evaluate, review and improve service delivery.
- To produce service annual impact report.

### Other Duties

- To maintain and develop effective relations with agencies, community groups and networks.
- To maintain relationships with referral agencies and partners, sharing information in line with our policies and procedures.
- To ensure full participation in team meetings & Management Committee Meetings, one-to-one and supervision meetings.
- To develop promotional materials for the programme and its services.
- To maintain an active presence online using our website and social media platforms.

### GENERAL

- To adhere to all policies and procedures, including Equal Opportunities, Health & Safety and Vulnerable Adults.
- To carry out any other work allocated/ designated by the line manager or within given deadlines.

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Knowledge/Skills/Abilities	How assessed	Essential/Desirable
<b>Experience/knowledge</b>		
Educated to degree level	Application	D
Working knowledge of the relevant legislation (in particular the Care Act 2014, Mental Capacity Act and End of life legislations) and theories underpinning the provision of services to the relevant client group.	Application form and interview	E
Working knowledge of the pan-London Protecting Adults at Risk (Safeguarding) policy and procedures.	Application form	E
Awareness of data protection GDPR and confidentiality issues.	Application form and interview	E
Ability to develop and monitor plans and service agreements and evaluation.	Interview task	E
Demonstrate experience in fundraising.	Application, interview	D
Highly refined interpersonal skills and the ability to relate to a range of professional	Interview task	E
Adaptability and flexibility to be able to respond to changing service requirements in an enthusiastic and positive way.	Interview	D
Ability to demonstrate a clear commitment to equality of opportunity and inclusive practice.	Interview	E
<b>Abilities/Skills</b>		
Ability to communicate clearly and effectively, both orally and in writing	Application, Interview	E
Ability to think and act strategically.	Interview, task	E
Ability to work collaboratively and effectively with staff, partners and stakeholders.	Application	E
Ability to motivate Trustee's, senior staff, volunteers, Community leaders, Officers	Interview	D

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Ability to assess needs using agreed criteria	Application, Interview	E
Ability to write reports clearly and concisely	Application	E
Ability to communicate with a wide range of people in a variety of settings	Application	E
Ability to work independently and as a member of a team.	Application	D
Ability to work on own initiative prioritise workload and meet deadlines.	Interview	E
Good IT skills	Application	E
Methodical, being orderly, systematic about undertaking tasks, analytical.	Interview	E
Resourceful, full of initiative and good at problem solving, especially in difficult situations.	Interview	E