

## VOLUNTARY AND COMMUNITY SERVICES PEAKS AND DALES

<b>Job Description:</b>	<b>Operations &amp; Development Manager</b>
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This Description issued on:	4 <sup>th</sup> January 2018
Duration	Permanent, subject to funding
Salary	NJC Point 31, FTE £27,668 paying £24,677 for 33 hours
Probationary Period	3 months
Contracted hours	33 hours/week, (finishing 1300 Friday)
Based at	VCSPD Ashbourne office, and covering our Bakewell office
Area Covered	Derbyshire Dales
Reporting to	Chief Executive
Responsible for	<i>Readycall Macmillan, Home from Hospital and Voluntary Car Scheme</i> staff, and the volunteers involved in the delivery of these services.

### **Purpose**

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To manage and develop the *Readycall Macmillan, Home from Hospital* and *Voluntary Car Scheme* services which support high-quality independent life for older people.

### **Duties & Responsibilities**

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#### **Service Delivery**

1. Manage and develop the *Readycall Macmillan* service across the Derbyshire Dales.
2. Manage and develop the *Home from Hospital* and *Voluntary Car Scheme* service in the southern Derbyshire Dales.
3. Recruit, train, supervise and support the staff involved in the delivery of these services.

4. Oversee the recruitment, training, supervision and support of the volunteers involved in the delivery of these services.
5. Oversee the delivery of the Readycall intergenerational befriending project.
6. Oversee the ongoing delivery and development of social and support groups for service users.
7. Ensure that detailed confidential client records are maintained and updated following any intervention.
8. Ensure that risk assessments are completed and that services are compliant with health and safety and other relevant legislation.
9. Ensure that any safeguarding concerns regarding clients are notified and investigated.
10. Ensure that there is clear communication between all staff and volunteers.
11. Participate in training and professional development, including 'Macmillan Professional' training.

### **Quality Improvement and Service Development**

12. Ensure that the services delivered are of a high quality and respond to the individual needs of our service users.
13. Ensure that service user and volunteer monitoring and evaluation processes are in place and implemented.
14. Achieve appropriate external quality accreditation that endorses the quality of the services we provide.
15. Respond to and investigate any complaints received in accordance with VCSPD's Complaints Policy.
16. Identify new service development opportunities.
17. Assist in the preparation of funding applications to support the development and delivery of existing and new services.

### **Promotion and Publicity**

18. Promote the services to relevant referral agencies and directly to the public using a variety of media.
19. Oversee the development and delivery of promotional material to attract new volunteers and service users.

### **Financial Management & Reporting**

20. Ensure that records of income and expenditure are kept in accordance with auditing requirements.
21. Assist the Chief Executive and Accounts Manager in the preparation of project budgets and financial reports.

22. Assist with fundraising activities to help raise the public profile of the service.
23. Liaise with funding bodies to ensure that funding criteria and conditions are adhered to.
24. Produce progress reports and service evaluations for funding agencies, statutory bodies and the Board of Trustees

### **Other Responsibilities**

25. Network with other professionals and agencies that are relevant to the work of the services.
26. Represent VCSPD and its services at strategic meetings and events as required.
27. Comply with VCSPD's policies and other statutory requirements.
28. Provide emergency cover for other VCSPD staff and carry out any other duties as may be required from time to time.

## Person Specification      Operations & Development Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Relevant knowledge of current community care and other legislation within the field of adult social care</li> <li>• Knowledge of organisations and services available for older people</li> <li>• Knowledge and practical experience of MS Word &amp; Outlook or similar IT systems</li> <li>• Knowledge and understanding of risk management and adult safeguarding processes</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to manage a full and varied workload</li> <li>• Able to organise and prioritise resources to meet needs</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent monitoring and reporting skills</li> <li>• Self-motivated and able to inspire others</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• Demonstrable experience in a related statutory or voluntary adult social care field</li> <li>• Up to date driving licence and access to own transport</li> </ul>	<ul style="list-style-type: none"> <li>• Train the Trainer (or equivalent) qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Services management experience, ideally of community based support services</li> <li>• Staff/volunteer management experience</li> <li>• Experience of working with vulnerable service users</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering training</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Positive attitude and outlook</li> <li>• Forward thinking and solution focussed</li> <li>• Collaborative and resourceful</li> <li>• Approachable</li> <li>• Ability to work within boundaries of confidentiality.</li> <li>• Commitment to equality in opportunity and outcome</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding and empathy with rural issues</li> </ul>