



Closing Date: 12noon, Thursday 23rd June 2016

Interview Date: Friday 1st July 2016

Reference: VC/CH

salfordcvs.co.uk

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Introducing Salford CVS

Thank you for your interest in applying for a job at Salford Community & Voluntary Services.

We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role.

We have provided you with information and guidance to help you through the process but should you have any difficulties please do not hesitate to contact recruitment@salfordcvs.co.uk

Who are we and what do we do?

Salford Council for Voluntary Services was established in 1973 and has been based in various office locations in Salford ever since.

Originally operating as a co-operative, the structure began to change in 2001 when it had its first Co-ordinator, closely followed in 2002 with its first Chief Officer.

The organisation was incorporated as a Company Limited by Guarantee in 1985 and registered as a Charity in 1988. In 2008 the organisation was renamed **Salford Community and Voluntary Services**.

Salford CVS is the city-wide infrastructure organisation for the voluntary, community and social enterprise sector; providing specialist information, advice, development support and opportunities for influence and collaboration. We provide support for organisations to establish and develop including training for their staff, volunteers and trustees.

Volunteer Centre Salford provides support for individuals who want to volunteer and assistance for organisations developing volunteer programmes.

Salford CVS operates within a wider framework in terms of our membership of NAVCA and NCVO nationally and our membership of, and involvement with, GMCVO and other Local Infrastructure Organisations across Greater Manchester.

Mission Statement

“Making a Difference in Salford”

Vision

“A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford”

Values

MAKING A DIFFERENCE through:	
PASSION	Passionate about the Voluntary, Community and Social Enterprise Sector
INNOVATION	Innovative in our approach
QUALITY	Quality at the heart of all our activities
COOPERATION	Stronger when we work cooperatively with others to achieve our vision
DIVERSITY	Celebrating diversity and promoting equality in Salford
IMPACT	Demonstrating impact and making a difference every time

Salford CVS: Strategic Priorities 2013 – 2018

THEME	WORK STRANDS		
MONEY	Grants	Contracts	Fundraising
VOICE	Representation	Influencing	Campaigning
SHARE	Resources	Information	Collaboration
VOLUNTEER	Governance	Good Practice	Direct Services
COMMUNITY	Poverty	Inequality	Welfare Reform
IMPACT	Compliance	Quality	Demonstrating Value

Information specific to the post

The Institute for Volunteering Research Interim Evaluation Report on Volunteering in Care Homes 2015 identified that: *“existing evidence shows there are relatively few volunteers engaged in care homes, especially when compared to other social care settings”*.¹ The review also noted a lack of research *“on the impact of this type of engagement in such settings and little good practice evidence to inform its development in the future”*.

Volunteer management within the care homes around in-role coordination, emotional support or role development is often limited. Care home staff faced a number of barriers including time, a lack of management prioritisation, little understanding of volunteering and low levels of skill in volunteer management.

This project will offer more support for volunteers including ad hoc and structured as well as group and one-to-one support. The project will also provide additional training and support to care home staff around volunteer management. Social isolation and loneliness are common issues among the 65 years and over population. There is a great need to support people to remain connected to their community and manage their own health and well-being.

During 2015-16 The [Salford Together](#) Volunteering in Care Homes project aimed to test the model of recruiting, training and supporting volunteers in two care homes in Salford (Swinton Hall and Barton Brook) over a three month period and look to develop good volunteer management practice in care homes in Salford. This approach involved monitoring and evaluating volunteer, resident and staff feedback; creating case studies from both care homes; evaluating findings and sharing experiences with others involved in similar settings. We now wish to scale up the model building on the evidence we have gained during the pilot.

Salford has around 46 care homes all operating at different levels of quality and skill some already have activity coordinators in post whilst others rely on staff and relatives to take on the social activity in the care homes. There are currently a variety of projects being delivered across Salford which aim to improve the quality of care for residents living in care homes including:

- Digital skills programme for older people (Salford 3rd Sector Consortium)
- Creative activity sessions (Start in Salford)
- Care homes quality standards (through Salford Together Care Homes Group)
- Oral Health (Community Dentist Team)

Our project's objectives are:

- To recruit and support Salford Together volunteer wellbeing champions to build their skills and knowledge so they feel confident to use the resources developed to engage with older people in care homes

¹ Hill, Matthew, *Evaluation of the volunteering in care homes project: Interim Evaluation Report, Executive Summary*, Institute for Volunteering Research/NCVO, May 2015, pg 2.

https://www.ncvo.org.uk/images/Executive_summary_ViCH_interim_report_May_2015_1.pdf

- To develop a set of resources for use by care home staff to support good volunteer engagement: including a Volunteering in Care Homes Induction Pack and a Good Practice Guidelines for Involving Volunteers
- To build a peer support network of care home staff to support them with their volunteer programme
- To provide a robust evaluation of the programmes via an agreed report mechanism, on a periodical basis

The Volunteer in Care Homes programme will link with the Community Asset and Care Homes work streams delivered by the Integrated Care Programme to ensure it meets the outcomes already identified through the work streams to support older people to live health independent lives.

Job Description

Job Title:	Volunteering Co-ordinator (Care Homes)
Hours:	18.75 hrs pw (excluding breaks) [.5 post]
Grade:	NJC Point 29
Salary:	Actual £12,720 (based on f/t 37.5 hpw £25,440)
Contract:	Initial 12 months contract
Responsible to:	Services Manager

Main Purposes of the Post

- To develop, coordinate and deliver a 'volunteering and care homes' project in Salford
- To recruit volunteer wellbeing champions to participate in this project
- To work effectively with care home staff so that they understand the benefits of involving volunteers in helping to provide social activities, thus improving residents' wellbeing
- To support volunteer wellbeing champions to engage care home residents in social activity
- To work as part of the wider Salford Together volunteer and development team to ensure a consistent delivery of recruitment, training and support for volunteers
- To develop a toolkit for care homes staff for delivery of social activity in care homes
- To support volunteers to develop a range of group activities for engaging with care home residents
- To work in partnership with Inspiring Communities Together (ICT) to deliver this project
- To liaise effectively with a range of key partners to ensure the project meets identified need
- To deliver the project to target and timescale, ensuring measurable outcomes are achieved and longer-term impact (social value) is demonstrated

Specialist duties

1. To effectively develop and coordinate a 'volunteering in care homes' project in Salford
2. To establish a volunteering in care homes' project that builds on our previous successful micro-pilot project in order to further test the model of recruiting, training and supporting volunteers in care homes in partnership with care home staff
3. To work in partnership with key colleagues to deliver a successful project – including Inspiring Communities Together (ICT), Salford City Council's Public Health Team, Salford Royal Hospital (SRFT), NHS Salford CCG, and other key players who are involved in the 'Communities as Assets' and 'Care Homes' work streams of the Integrated Care Programme (Salford Together)
4. To develop productive relationships with care homes' managers, care homes' activity coordinators and frontline staff, ensuring the 'buy-in' and cooperation that will be vital for the project's success
5. To support and train care home staff in relation to the volunteering role and its boundaries

6. To recruit, induct and support a team of volunteer wellbeing champions to participate in the project
7. To design and disseminate relevant and engaging publicity materials, promoting these volunteering opportunities and the wider project via print, radio, internet and social media in line with Salford Together guidelines
8. To write, plan and deliver ongoing relevant training sessions for your team of volunteers in line with that already developed through the Salford Together volunteer wellbeing champions model
9. To maintain regular contact with your team of volunteer wellbeing champions, providing 1-2-1 and group support and supervision as necessary
10. To maintain records of all work carried out using agreed database recording and monitoring systems
11. To process the payment of volunteers' out of pocket expenses and keep accurate records
12. To ensure you are able to demonstrate the positive impact that volunteer wellbeing champions make as part of this project, articulating the social value generated
13. To undertake monthly and quarterly monitoring and outcomes reporting – as required by your line manager at CVS and by the Community Assets lead at ICT

Generic Responsibilities (all CVS staff)

14. To attend and actively participate in monthly staff team meetings
15. To attend and contribute to regular line management sessions with your designated line manager
16. To be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
17. To write and submit a detailed monthly report to the Chief Executive of Salford CVS
18. To manage own time and workload effectively, whilst also working as part of a wider team
19. To promote the mission, vision, values and strategic priorities of Salford CVS
20. To fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the *Terms and Conditions of Employment* and in related policy documents; and actively implement and promote Salford CVS' Equal Opportunities Policy
21. To ensure adherence to all relevant Health & Safety rules and procedures at all times
22. To ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
23. To undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS .

Person Specification

PS Ref	Skills, abilities and experience	Essential (E) Desirable (D)	Indicator
1	Proven experience of recruiting, supporting and managing volunteers together with a clear understanding of the challenges and benefits of working with volunteers	E	Application; Interview
2	A good knowledge of current influences and policy developments affecting volunteering, including significant knowledge of good practice and quality standards in volunteering	E	Application; Interview
3	Experience of communicating with people from a range of backgrounds in a sensitive and supportive way including excellent listening and negotiation skills	E	Application; Interview
4	Experience of project management including the ability to implement and monitor detailed action plans in order to meet outcomes	E	Application; Interview
5	Ability to create and deliver excellent quality participative training to prospective volunteer wellbeing champions	E	Application; Interview
6	Experience of developing working practices which promote access and equality and which value diversity	E	Application; Interview
7	Excellent communication skills, including the ability to make oral presentations and prepare concise written reports and briefings for a variety of audiences	E	Application; Interview (test)
8	Able to use MS office applications (Word, Excel, PowerPoint) in order to produce reports, statistics, newsletters, presentations, webpage content, to a high standard as required	E	Application
9	Ability to multi-task and work under pressure to tight deadlines	E	Interview
10	Ability to work flexibly and effectively as part of a team in a busy environment - including unsocial hours on occasion (evenings and weekends)	E	Interview
11	Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities	E	Interview
12	GCSE English and Maths (or equivalent)	E	Interview
13	Willingness and ability to undertake frequent travel throughout Salford	E	Interview
14	Own or have access to a car for business use	D	Interview
15	Willingness to undertake a DBS check (if necessary)	E	Interview
16	Self-motivating, creative and energetic attitude to fulfilling a professional role	E	Interview
17	The flexibility, patience and good humour to work both reactively and proactively in response to situations as they arise	E	Interview

18	Willingness to continue personal and professional development and to undertake relevant training identified with your line manager	E	Interview
19	Willingness to undertake any other duties as appropriate to the nature and grading of the post	E	Interview
20	Awareness of own strengths and weaknesses, with good time management skills	E	Interview

How to apply and selection process

Salford CVS wishes to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form. The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the **person specification** that are indicated for assessment in the application form.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. People learn in different ways at different times of their lives and careers. Learning by doing has a huge part to play in people's lives.

Please do **not** send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form, if completing electronically, please use Ariel font 12.

Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK.

All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post.

The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

Deadline for receipt of applications

This vacancy closes on Thursday 23rd June at 12 noon. Please note late applications will not be accepted. Your completed application form and equal opportunities form should be returned by one of the following methods:

Email: Please email recruitment@salfordcvs.co.uk
There is no need to send additional copies. If successful you will be asked to sign your application form at interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, M30 0FN.

Acknowledgement of receipt

Email applications will be acknowledged when we receive them. Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope and we will return this to you.

Interviews will be held on Friday 1st July 2016