

Recruitment Information Pack



Social Inclusion Officer

Fixed term – 12 month contract. This is subject to a satisfactory completion of a three month probationary period. The contract will be extended for a further year when funding is confirmed.

To apply:

Please apply by sending your CV (including current salary) and a supporting statement to beverley.jones@rvs.org.uk. Your statement should explain why you'd like the role, what you will bring to the organisation and how your skills and experience reflect those specified.

Your statement should be no longer than three pages.

For more information please see our Application Guidelines.

We will be assessing applications as we receive them and interviewing on a rolling basis. We may therefore close the recruitment at any time so we encourage you to submit your application as soon as possible.

Thank You!

Thank you for your interest in Rushmoor Voluntary Services (RVS). This information pack should provide all the information that you need but please don't hesitate to contact Beverley Jones - beverley.jones@rvs.org.uk if you need any further information before submitting your application. We may be able to be flexible on some aspects of the role.

About Us

Established as a registered charity in 1971, RVS are the Council for Voluntary Service (CVS) in Rushmoor. Our role in the community is to champion volunteering and to support any voluntary or community group working in the Borough of Rushmoor.

RVS manage a number of projects that provide community benefit. These include:

- Community Transport - which includes scheduled passenger services and a group-hire minibus scheme for Rushmoor & Hart.
- Home Help - providing shopping and light housework to frail, elderly and disabled people.
- Befriending and Buddying Support
- Blooming Marvellous - a supported volunteering gardening project.
- HIV in Hampshire - emotional and practicable support to people living with HIV.

We support our members by creating networks; our quarterly Voluntary Sector Forum is well attended by partners and local groups. We provide support with volunteer recruitment and training, DBS applications plus maintaining good practice.

We work in close partnership with various organisations including our core funders and partners Rushmoor Borough Council and Hampshire County Council.

RVS are members of the Hampshire Council of Voluntary Services (CVS) Network, an alliance of eight organisations who work together to help Hampshire's charities, community groups and social enterprises to succeed and flourish. We collaborate in a local cluster with Hart and Basingstoke CVSs.

Our Mission

In partnership with the voluntary, statutory and business sectors, enabling all the people of Rushmoor to play a full and active part in the life of the local community.

Where we Work

The area we cover for our CVS services includes Aldershot and Farnborough, along the Blackwater Valley in the north east corner of Hampshire.

Over 250 organisations and groups from this area are members of RVS.

Many of our support services also cover areas of Hart (working in partnership with Hart District Council and HVA), something which we wish to proactively increase.

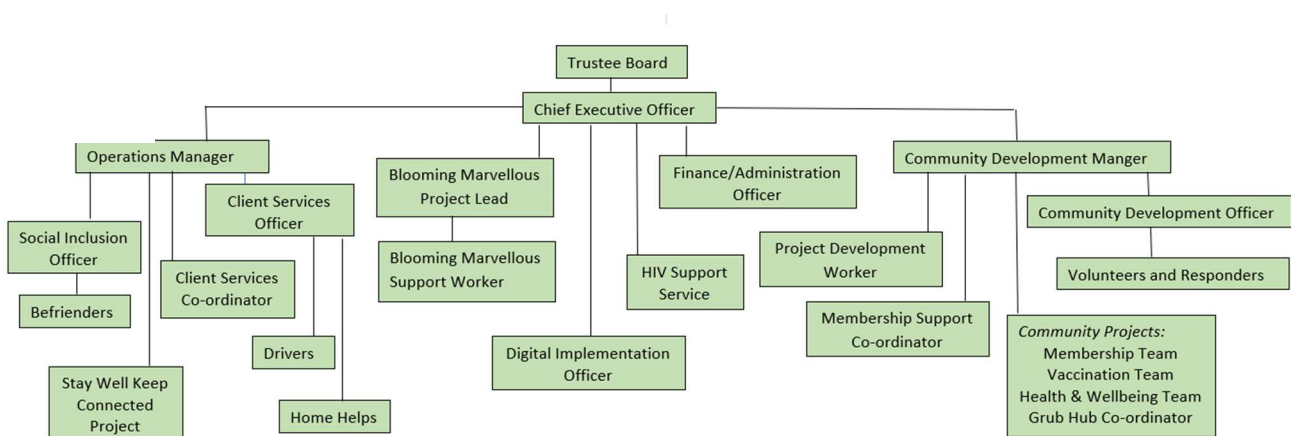
Our office is within the Civic Offices alongside Rushmoor Borough Council and other key organisations supporting the community of Rushmoor.

Our Team

We began a period of significant change during 2019; our new Chief Executive Officer (CEO) and Community Development Manager (CDM) were appointed to replace their long-standing predecessors. We recruited an Operations Manager in January 2021. In August 2019 we moved to our new office base within the Civic Offices.

2020 presented opportunities for further change, partly due to the retirement of other key staff but also in response to our experiences during the Covid-19 emergency.

The current paid staff team comprises of various - mostly part-time - roles which are supported by a team of volunteers.



The Role

RVS lead and coordinated the local response to the Covid-19 emergency which has reinforced our intention to change how we support our community. Operation Rushmoor Community Action (ORCA) successfully recruited and deployed almost 400 volunteer Responders during that time many of whom are still supporting residents on a regular basis.

During this time, a temporary telephone befriending project was set up and in October 21, this service was made permanent and now includes telephone, face to face and buddying support. The framework for the project has been implemented and good referral networks are in place and additional volunteers recruited.

You will work 18 hours per week spread over 3 days, preferably Tuesday – Thursday. These hours will be during traditional office hours but you may occasionally be required to be

available outside of these hours and to be flexible with notice. There may also be a requirement for some occasional additional paid hours.

The post-holder will report to the Operations Manager and be responsible for the volunteers.

The Benefits

As well as working in a long established and community focussed organisation, you will be based in a new office environment with generous facilities (subject to Covid restrictions). Some home working will be available as we transition to hybrid working arrangements.

We offer:

- 12 month initial contract. This is subject to a satisfactory completion of a three month probationary period. The contract will be extended for a further year if funding is confirmed.
- A salary of circa £12,900 p.a. (£21,500, full-time equivalent) according to relevant experience.
- Auto enrolment in the company's defined contribution pension scheme. Individual contributions are flexible subject to statutory minimum and maximum limits; RVS contributions will be paid in accordance with policy.
- Mileage and out-of-pocket expenses undertaken on behalf of RVS, paid in accordance with the Inland Revenue mileage rates for business travel, e.g. 45p per mile for travel by car.
- 23 days paid annual leave rising to 28 after five years' service, plus statutory days, pro-rata.
- An incrementally increasing period of sick pay in accordance with length of service.
- Free parking during working hours.

Job Description

Whilst the overarching purpose of this role will remain, the specific responsibilities will be reviewed in line with the strategic development of the organisation.

Role Purpose:

- To support the prevention of social isolation and loneliness for those unable to access local facilities outside of the home via the Befriending service.
- To co-ordinate support for those who are able to access their community via the Buddy scheme.
- To provide support and supervision for the volunteers directly supporting residents.

Priorities:

- To establish good relationships with volunteers, residents and partners.
- Networking and marketing for the service.

Main tasks/responsibilities after establishing a new service framework:

- To ensure that all volunteers work to the code of practice developed for the service.
- Manage and allocate referrals into the service.
- Make the first contact with residents, to ascertain their needs and risk assess.
- Assign volunteers to residents, so they can provide practical and emotional support, either via the phone or during residents first outings.
- Ensure that all volunteers are aware of boundaries and guidelines appropriate to their role.
- Ensure volunteers receive basic safeguarding training and are confident in requesting the need for support for either the resident or themselves.
- Follow up on concerns raised by the volunteers straight away to a satisfactory & safe conclusion.
- Provide regular support and supervision for the volunteers both in group and 1-2-1 sessions.
- Support the buddy volunteers in talking to residents to gauge their level of confidence, where they would like to visit first and the practicalities around that.
- Ensure buddy volunteers share details of outings/plans and are aware of lone working and any associated risk.
- Keep up to date with Covid restrictions that may affect the buddy scheme and advise volunteers. Arrange telephone support in these cases.
- Appraise residents' needs – if they require more help than a volunteer can provide then discuss with Operations Manager to put additional support in place or signpost to a more suitable specialist organisation.
- Confirm with resident that support is working well and review regularly.
- Maintain records on the CRM database.
- Support buddies with a risk assessment for outings/meetings for the resident.
- Ensure all volunteers have up to date information on RVS range of services that may be useful to support independence, e.g. transport and home help.
- Provide up to date information regarding local groups and organisations if relevant and helpful to the resident.

Compliance:

- Ensure that the GDPR guidance and policy is adhered to at all times by the co-ordinator and also the volunteers.
- Ensure that personal information of both resident and volunteer is protected.
- Ensure that volunteers adhere to the confidentiality policy and keep all information regarding residents confidential, other than sharing with the co-ordinator or in a safeguarding situation.

About You

You will be educated to a good standard, be administratively self-supporting and possess excellent IT skills. You will possess a positive, 'can do' manner, be approachable and respectful with the ability to motivate and influence people.

You will have experience of project/service delivery leadership, ideally within the voluntary sector.

You will understand what best practice in volunteer management looks like and are comfortable advising and supporting others to achieve this.

The role is subject to a standard DBS check.

Key Skills and Experience:

Essential

- Project development and management experience.
- Working with and supporting volunteers.
- Safeguarding.
- Ability to stay calm under pressure and multi task, prioritising where necessary.

Desirable

- Experience of delivering a project of a similar nature, supporting vulnerable adults.
- Risk assessments.
- Awareness of mental health and mental illness.

Values and Aptitude

- Ability to develop good working relationships with colleagues at all levels, in a range of organisations.
- Able to monitor and maintain own standards.
- Ability to work on own initiative, prioritise and meet deadlines.
- Methodical and effective approach to work, with attention to detail, and good time management.
- Flexible approach and willingness to work as part of a team with ability to make positive contributions to benefit the whole organisation.
- Demonstrate an inclusive mind-set.
- Experience of outcome focussed approach to service development.
- Experience of monitoring service performance against outcomes.

Administration and Communication

Essential

- Demonstrable organisation skills and capacity to manage a varied workload.
- Ability to communicate clearly and concisely, both orally and in writing.
- Strong interpersonal and communication skills.

Voluntary Sector Knowledge

Essential

- Experience of working with and managing volunteers.

Community Initiatives

Desirable

- Experience of working in partnership to meet objectives and identify additional opportunities aligned with the project, to enhance the outcome for the funder.

IT Skills

Essential

- Knowledge of Office 365 and Windows10.
- Willingness to learn and use a CRM database.
- Understanding and ability to facilitate online training/group support sessions.

Information Governance

Essential

- Understanding of GDPR.
- Ensuring the volunteers are aware of all appropriate policies and ensure they are supported to work within those guidelines.
- Ability to take responsibility for appropriate levels of access and control.