

# Recruitment Information Pack



## Team Leader – Home Help

To apply:

Please apply by sending your CV (including current salary) and a supporting statement to the recruiting manager Beverley Jones: [Beverley.jones@rvs.org.uk](mailto: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 the Application Guidelines on our website.

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 the recruiting manager – Beverley Jones on 07716 478635 or [Beverley.jones@rvs.org.uk](mailto:Beverley.jones@rvs.org.uk).

## *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.

We support our members by creating networks; our well attended quarterly Voluntary Sector Forum is testament to this. We provide support with volunteer recruitment and training, plus maintaining good practice.

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.
- Blooming Marvellous - a supported volunteering gardening project.
- HIV in Hampshire - emotional and practicable support to people living with HIV.

We work in close partnership with various organisations including our core funders 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 300 organisations and groups from this area are members of RVS.

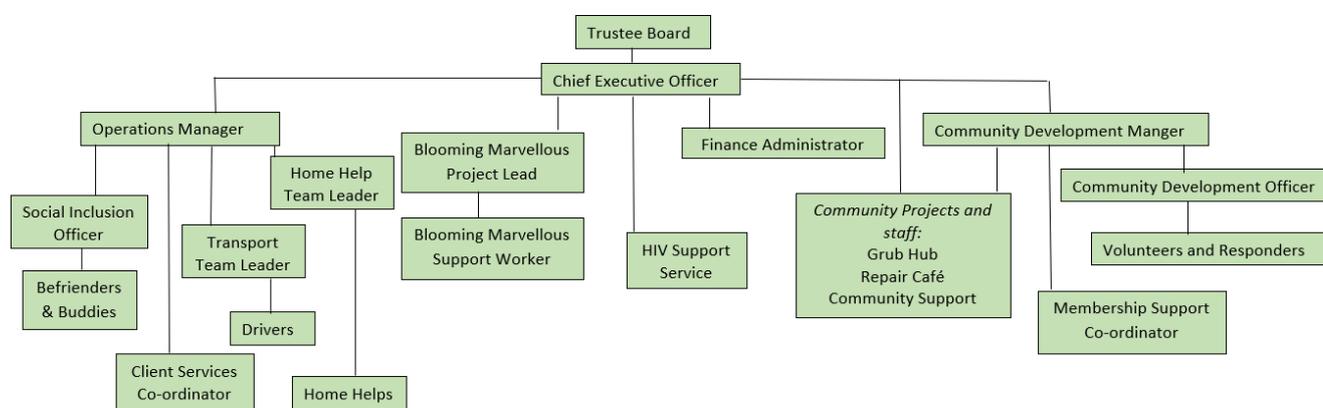
Many of our support services cover areas of Hart, something which we wish to proactively increase.

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. In August 2019 we moved to our new office base within the Civic Offices which has enabled us to work closer with our key stakeholder, Rushmoor Borough Council. We recruited an Operations Manager in January 2021 to develop the client services.

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



## The Role

You will work 20 hours per week M-F, 9-1pm. The role is primarily office based although there may be some flexibility for home working which can be discussed.

## The Benefits

As well as working in a long established and community focussed organisation, you will be based in a friendly office environment with parking and excellent coffee!

We offer:

- A permanent contract. This is subject to funding and satisfactory completion of a three month probationary period.
- A salary of circa £14,055 (FTE £24,597), 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. 3 of these days must be taken between Christmas and New Year when the office

is closed, unless operational demands require you to work during this time and the 3 days will then be taken in January.

- An incrementally increasing period of sick pay in accordance with length of service.
- Free parking during working hours.

### *Job Description*

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

### *Home Help*

- Support and manage the team of Home Help staff
- Ensure the team deliver a quality service to the residents
- Monitor and review the service to ensure the service is suitable and is meeting the residents needs
- Support recruitment of new Home Helps
- Ensure Home Helps are suitably trained, DBS checked and receive a full induction/onboarding process.
- Ensure the service runs safely for both resident and staff member.
- Assess eligibility and efficiently process new requests for service.
- Undertake initial client home visit and risk assessments.
- Allocate staff, appropriate to meet the needs of the client.
- Arrange holiday and sickness cover
- Manage the booking schedule, maximising staff time and reducing travel time between residents.
- Maintain records and prepare activity and finance reports as may be required by the RVS Board.

### *Staff Support*

- Maintain records of hours worked, holidays taken etc and produce a monthly schedule of hours and overtime to allow for payroll processing in partnership with our payroll provider.
- Maintain regular contact with the staff via phone, messages and meetings.

### *Compliance*

- Ensure, through regular monitoring, that the performance of duties by Home Helps is in accordance with the philosophy of care and good practice principles set out in Hampshire Social Services Department's Good Practice Guidelines for the Home Care Service, and the United Kingdom Home Care Association's Code of Practice.
- Ensure HH staff are regularly updated for Safeguarding vulnerable adults, Confidentiality, Infection Control and GDPR.

- Ensure HH team are compliant with GDPR regulations
- In all undertakings ensure compliance with RVS policies.

### *Finance*

- In conjunction with the finance operation, issue monthly invoices to all Home Help clients.
- Support clients to understand the payment options for services.
- Receive and record payments and arrange banking of money.
- Monitor and manage credit control of overdue invoices

### *IT*

Support the rollout of a new CRM for the client services team, liaising with the provider to change and adapt the existing processes to work with the new system.

- Ensure database is always up to date with resident information and risk assessments.

### *General*

- Promote client services to individuals and groups which may include making presentations.
- Order consumables and supplies needed by the HH team and other resources as required.
- Cover for other Client Services Team members when absent and as appropriate, which will entail understanding some of the duties undertaken by other team members.
- Undertake other duties as requested by the Operations Manager that are commensurate with the post and the development of the services or organisation.
- Support good internal communications and a positive working environment.
- Maintain good working relations with key individuals and other organisations within the voluntary, statutory, public and business sectors active within Rushmoor.
- Promote equality and diversity in all undertakings.

### *About You*

You will be well educated, very well organised and administratively self-supporting with strong 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 customer services, ideally within the voluntary sector. You will understand what best practice in client services looks like and will ensure the team deliver a high standard of service for the residents.

## ***Values and Aptitude***

### *Essential*

- Ability to develop good working relationships with colleagues at all levels, in a range of organisations.
- Methodical and effective approach to work, with attention to detail, and good time management.
- Be understanding and supportive to the needs of residents who may be elderly and/or disabled.
- Work with families, referrers and the residents to achieve a positive outcome.
- 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.

### *Desirable*

- Proven interest in supporting the Rushmoor community.

## ***Education, Administration and Communication***

### *Essential*

- Demonstrable organisational skills and capacity to manage a high volume and varied workload.
- Ability to produce statistical data reports using excel and other applications as appropriate.
- Strong interpersonal and communication skills with the ability to communicate clearly and concisely, both orally and in writing.

### *Desirable*

- Educated to A level standard.
- NVQ or similar in relevant topic or people management qualification.

## ***Operational Delivery***

### *Essential*

- Availability of transport for work purposes (home visits are required)
- Experience of effectively supervising staff working remotely.
- Proven customer/client services skills.
- Experience of working in partnership to meet common objectives.
- Good operational understanding of safeguarding, ideally developed through working with adults at risk or in a care setting.

### *Desirable*

- Experience of working in a similar role for a care/support service.
- Experience of outcome focussed approach to service delivery and development.
- Experience of monitoring service performance against targets.

## *IT Skills*

### *Essential*

- Excellent working Knowledge of Office 365, primarily Outlook, Word & Excel.
- Excellent knowledge of databases and a willingness and aptitude to learn the RVS systems.