

JOB DESCRIPTION- Engagement Manager - Lifelines

- **Fixed Term Contract to 31st March 2025** – possible extension dependent on funding
- **Hours: 25 per week** – Flexible days/hours
- **Salary: £25,000** plus attractive employee benefits package (**£17, 857 per annum**)
- **Start date: October 2024** onwards
- **Location: Homebased** (regular travel required around Brighton)
- **Closing date: 27th September 2024**
- **Interview date: Week commencing 30th September 2024**

Volunteering Matters

At Volunteering Matters we use volunteering's unique power to bring people together and build stronger, more resilient communities across the UK. We bring people together to resolve some of society's most complex issues. From social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunity; to ensuring young people can become change makers in their community, the impact that we make is great. People-led and impact driven, we're a national charity that is deeply embedded in local areas across the UK.

Lifelines

The Lifelines programme is a well-established volunteer-led project delivered in Brighton for over 10 years supporting people aged 50 and over. LifeLines deliver activities and one-to-one support schemes to help older people stay more active and better engaged with their communities. Through a range of activities older volunteers experience reduced loneliness and isolation, become more physically active and leave their home more, socialising more and making new social connections with people of all ages.

Heathlink

Heathlink is a project that involves compassionate and committed volunteers helping older people get to and from health appointments. Volunteers support can help them maintain their wellbeing – whilst reducing missed appointments. The project has been going for over a year, and it is consistently growing. This Engagement Manager role will cover the growth of the Heathlink project to ensure that we can support more people across the city.



Role Purpose

We are looking for a talented, dynamic and professional individual to join our team in Brighton & Hove. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

You will be responsible for the recruitment, training and ongoing support of volunteers as well as supporting beneficiaries to become more active and less socially isolated. The Engagement Manager will also support with setting up new activities across the city- identifying local need and supporting older people across the city to take part. The Heathlink project will be a big focus for this role, ensuring that Heathlink is promoted across the city, recruiting more volunteers, doing Heathlink assessments, and progressing the Heathlink project.

Key Duties & Responsibilities

Volunteer Management

- Develop and support volunteer-led activities that reach isolated older people in their homes as well as within community venues, sheltered and extra care housing schemes
- Work closely with partners/referral agencies and funders to ensure a steady flow of beneficiaries into the project
- To maintain Volunteering Matters quality standards and guidelines for effective volunteer management
- To ensure volunteers are recruited, appropriately trained and supported in their role; this will involve processing volunteer expenses, DBS checks and maintaining databases
- To comply with the applicable Health & Safety and Safeguarding regulations
- To implement and maintain appropriate risk assessment management processes
- To ensure regular communication between project staff and volunteers is maintained and that regular supervision for volunteers is provided

Monitoring and Evaluation

- To support the team in effective monitoring and evaluation records to capture impact and outcomes and ensure contractual compliance
- To prepare regular reports including monthly progress updates, impact reports and end of year reports for both internal and external purposes
- Maintain effective systems to monitor and trace budgets

Relationship Management

- Maintain effective relationships with stakeholders and project partners at a day-to-day level
- To develop relevant information to promote and raise the profile of Volunteering Matters locally
- To play an active role in identifying and developing new business or funding opportunities
- To contribute to joint working and teamwork across Volunteering Matters
- Oversee and progress the Heathlink project (including networking and promoting Heathlink)

The job description gives an outline of key duties and is not intended to be an exhaustive list. The post holder may be asked from time to time to take on other responsibilities as reasonably requested by their manager.

Person Specification

Skills

- A sound and comprehensive understanding of the particular challenges and barriers that people aged 50 and over face
- Understanding of how to assess the needs of an individual using a person-centered approach
- Excellent organisational and IT skills
- Excellent people skills with the ability to build professional, long-term relationships with others
- Beneficiary-focused and adaptable – able to go from strategic conversations with key partners to chatting with a nervous potential volunteer
- Ability to manage a busy workload and prioritise accordingly
- Strong attention to detail and a willingness to accurately record all interactions
- Creating, coordinating and supporting proper reporting channels around contract compliance
- Strong facilitation skills

Experience

- Experience working directly with older people, particularly those who face challenges and barriers
- Demonstratable relationship management experience with a wide range of stakeholders
- A good understanding of working with and supporting volunteers
- Proven ability to communicate effectively and work as part of a team

Qualifications

Relevant experience and values alignment is more important for this role than specific qualification.



Other

Having a regular presence in the area, to work with partners, volunteers and beneficiaries is essential for this role. When home based, internet access to enable remote working is essential. IT equipment and infrastructure will be supplied.

Appointment to this position is subject to an enhanced disclosure check. Having a conviction will not necessarily cause a bar to employment.

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

Our Values & Way of Working:

In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

Diversity & Inclusion

Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBTQ+ and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills" section of this advert. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact join@volunteeringmatters.org.uk for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise, Show The Salary, Salary History.

Benefits

Our employee benefits reflect our culture which is built on an approach of full flexibility with accountability, and designed to let you make your most positive contribution; we offer Flexible Working by Default (re hours & place of work), Unlimited Annual Leave, Employee Pension scheme, Life Assurance, Cycle to Work Scheme, Season Ticket Loan, Employee Assistance Programme, enhanced sick and family leave. We are also open to discuss job share applications.

GDPR Statement

If you apply for a role with us, we will retain your contact details including your name, address, email address and phone number to help us manage your application for up to 6 months. We will not use your personal data for any other



purpose or share it with any third party. You can contact us at any point to update your personal information or ask us to delete it from our records.

To Apply

Please send a completed application form join@volunteeringmatters.org.uk clearly stating which role you are applying for. There are sections in the form where you can demonstrate how you fulfil the role requirements and also express yourself, what previous relevant achievements you have (both in life and at work), what skills & experience you can offer, and what you believe you can contribute to Volunteering Matters.

If you would like to have a discussion with the Hiring Manager prior to submitting your application, please request this from join@volunteeringmatters.org.uk [#volunteeringmatters](https://twitter.com/volunteeringmatters) www.volunteeringmatters.org.uk