

## Engagement Manager

**21 hours per week (to be worked on a rota basis including some Saturday mornings)**

Location:	Pembrokeshire, Wales
Role Reports To:	Project Manager
Direct Reports:	N/A
Job Family:	3 - £25,000 per annum pro rata

### Volunteering Matters

Everyone in the UK should have the opportunity to thrive. So we bring people together to overcome some of society's most complex issues through the power of volunteering.

We partner with communities to overcome adversity, tackling social isolation and loneliness, improving health, developing skills and opportunity and making sure young people can lead change. And because we're a national charity, we do this at scale, sharing our expertise and building partnerships to make an even bigger impact.

We turn local knowledge and energy into action and progress, building stronger communities and a better future for all.

### Pivot (Home from Hospital)

Pivot (Home from Hospital) is delivered as part of the Pembrokeshire Integrated Assisted Discharge Partnership commissioned by the Hywel Dda University Health Board. The service aims to support people's discharge from the hospital and prevent unnecessary readmittance. It also supports people to either remain in or return to their own homes, where evidence shows they are most likely to make the best recovery and retain their independence for longer.

As part of the wider partnership, Volunteering Matters recruits and places volunteers to provide short-term practical support to individuals in their homes, for example, providing help with shopping, light cleaning, or befriending, etc., and we are now looking for two dynamic Engagement Manager to join our local team. The role will involve recruiting, onboarding and supporting a local bank of volunteers, whilst managing referrals into the scheme, having 'What Matters' conversations with service users and coordinating a matching process so that people get the timely help they need. You will also get the opportunity to take part in other volunteering projects across the area. The right candidate will be someone who can work flexibly and demonstrates an understanding and total commitment to our organisational values.

**Please note:** this role will require Saturday mornings working on a rota basis (approximately 1 in 3).

### Key Duties:

1. Recruit, interview, induct, train and support volunteers.
2. Work closely with the Pivot team and wider partnership to manage referrals into the project, updating on progress and plans in the process.
3. Engage with service users to conduct a "What Matters" conversation and develop individual support plans
4. Management of the matching/placement of volunteers, risk assessing the volunteers and planned activities, and monitoring and supporting the match throughout.
5. Maintain good record keeping, ensuring that evidence and impact data is collected so that we can monitor progress against outcomes

6. Promote the project through a range of techniques, instigating interest in volunteering and encouraging engagement.
7. Maintain effective relationships with volunteers, service users, colleagues and project partners.
8. Prepare reports to the Project Manager, based on agreed outputs and targets.
9. Risk assess all activities, ensuring that they are regularly reviewed and amended if circumstances change.
10. Contribute to joint working and teamwork across Volunteering Matters and the Home from Hospital team.

**Experience/Skills and attributes:**

1. Knowledge of social care and/or third sector service provision, and the support networks and services available in Pembrokeshire.
2. A calm and collected demeanour, with the ability to reassure, support and allay the worries of service users.
3. Ability to engage in good conversation with service users, whilst actively assessing risks and solutions.
4. Ability to motivate and engage people.
5. Experience working in partnership with other agencies.
6. Excellent written and verbal communication skills.
7. Excellent organisational skills with the ability to prioritise a demanding workload and work under pressure and to deadlines.
8. Ability to assess risk and carry out risk assessments.
9. Evidence of good administrative and IT skills and the ability to maintain project monitoring, administrative and financial records.
10. Understanding of and commitment to equality, diversity and inclusion.
11. Understanding of and commitment to Data Protection and confidentiality.

**Desirables:**

Ability to speak Welsh or a willingness to learn.

**Qualifications:**

Relevant experience and values alignment are more important for this role than specific qualifications. This role will also require the successful candidate to undertake project-specific training, including:

- Risk Assessment
- Carer Aware training.
- Welsh Language at Work training.
- Social Services and Wellbeing Act training.
- Safeguarding

**Location:** This role is home-based and will involve extensive travel across Pembrokeshire. For this reason, we require the post holder to have a full driving licence with use of their own car. The postholders will require good internet access to enable remote working and a suitable home office space. IT equipment and infrastructure will be supplied.

**Our Values & Way of Working:**

In all that we do, we 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, LGBT, and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

**Disability Confident and 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 and Attributes" section of this job description.

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](mailto:join@volunteeringmatters.org.uk) for more information.

Volunteering Matters is a registered charity in England and Wales no. 291222 and in Scotland no. SC039171. Volunteering Matters is a company limited by guarantee no. 01435877. VAT regd. 480 852432.

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

**To Apply:**

- 1) Download our application form
- 2) Download our Recruitment Monitoring Form
- 3) Send all documentation by email to - [join@volunteeringmatters.org.uk](mailto:join@volunteeringmatters.org.uk)

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.