



## Engagement Manager

**17.5 hours per week (fixed-term contract for 12 months)**

Location: Merthyr Tydfil and Rhondda Cynon Taf

Role reports to: Delivery Leader for Wales

Direct Reports: N/A

Job Family: 3 - £25,000 per annum pro rata (£12,500 actual)

### 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.

### SAFE Valleys

SAFE Valleys is a pilot project that brings our award-winning SAFE project to Merthyr Tydfil and Rhondda Cynon Taff. Funded by the Moondance Foundation, SAFE (Safety Awareness for Everyone) is a project that empowers young people in a peer-led environment. It aims to improve the knowledge of topics relating to healthy relationships and sexual health, mate crime, and internet safety. It focuses on young people aged 16-35 with additional learning needs in addition to offering support to their families.

SAFE is facilitated with peer-led workshops. The aim of this project is to empower young people with additional learning needs to lead the conversation and education around their own relationships improving knowledge and awareness of these topics for our beneficiaries of this project.

### Key Duties:

1. Deliver SAFE workshops throughout the RCT and Merthyr Tydfil area, involving volunteers in delivery where possible.
2. Recruit, interview, induct, train and support volunteers.
3. Work closely with our SAFE project in Gwent to manage referrals into the project, updating on progress and plans in the process.
4. Develop and update workshop materials and activities to meet new challenges, in conjunction with SAFE colleagues in Gwent.
5. Management of the matching/placement of volunteers, risk assessing the volunteers and planned activities, and monitoring and supporting the match throughout.
6. Maintain good record keeping, ensuring that evidence and impact data is collected so that we can monitor progress against outcomes.
7. Promote the project through a range of techniques, instigating interest in volunteering and encouraging engagement.
8. Maintain effective relationships with volunteers, beneficiaries, colleagues and project partners.

9. Prepare reports to the Delivery Leader for Wales, based on agreed outputs and targets.
10. Risk assess all activities, ensuring that they are regularly reviewed and amended if circumstances change.
11. Contribute to joint working and teamwork across Volunteering Matters and the SAFE team.

**Experience/Skills and attributes:**

1. Knowledge of social care and/or third sector service provision, and the support networks and services available in Merthyr and RCT.
2. Experience of working with people with learning disabilities, and a good understanding of how best to support learning.
3. A calm and collected demeanour, with the ability to engage and support beneficiaries.
4. An experienced facilitator with the ability to engage in good conversation with beneficiaries, whilst actively assessing risks and solutions.
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.

**Location:** This role is home-based and will involve extensive travel across Merthyr Tydfil and RCT. 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.