

Job Description

Title	Service & Volunteer Development Officer
Line Manager	Service Manager
Line Manages	No line management. Will supervise volunteers.
Salary	Band 3: £23,370 - £25,277
Location	This role will offer flexible, blended working opportunities. Office based in Calman Centre, outreach covers Greater Glasgow and Clyde.
Contract	July 2024 (part funded by the National Lottery Communities Fund)
Hours	35 Hrs per week
Annual Leave	35 days annual leave (including bank holidays)

About Cancer Support Scotland:

For more than forty years, Cancer Support Scotland have helped people **live well with cancer**. Our purpose has always been to improve the wellbeing of those affected by cancer.

We are here for anyone affected by cancer, whether they are a person with cancer, a carer or loved one. Our wellbeing services range from professional one-to-one and digital counselling, complementary therapies, stress management, 'Here for You' befriending calls and Self-help tools, to simply offering a tranquil place to collect your thoughts with a cup of tea.

In the last year Cancer Support Scotland has offered over **7,000** appointments and demand for our services is continuing to rise.

Our Values:



The Post:

We are looking for an exceptional Service & Volunteer Development Officer to take up the post supporting our 'Coping with Change' Stress Management & 'Here for You' Befriending Service, focused on expanding and developing both programmes to best meet the needs of people affected by cancer. In this role you will be highly proactive, empathetic and driven to support our services through:

- Development and coordination of Peer Support Groups; supporting the Coping with Change programme participants to set up, facilitate and maintain their own Peer Support Groups. Offering support, signposting and referrals where appropriate.
- Development, recruitment, training and support the Coping with Change & 'Here for You' volunteers, providing opportunities for those we support to participate in service development and delivery.
- Taking part in networking opportunities including reaching out to local communities, businesses and groups helping Cancer Support Scotland reach people affected by cancer.
- Opportunities to support improvement in our long-term evaluation methods for both services.

You will report to the Service Manager, working closely with the Wellbeing Facilitators, 'Here for You' Befriender Volunteers and those we support to deliver a highly effective Coping with Change and befriending service to help more people live well with cancer.

This post is generously part funded by the National Lottery Community Fund.



Key Responsibilities

Coping with Change Development

- To recruit, develop and train participants in service-specific volunteer roles.
- To develop, implement and facilitate Peer Support Groups for Coping with Change participants.
- To participate in inclusive monitoring and evaluation processes, involving programme participants in reviews and implementing a participant steering group.
- To represent and raise awareness of the programme at external events, presentations and on social media.
- To work collaboratively across teams to support effective progress reporting and communications content.
- To develop and maintain links with contacts in relevant charities, public bodies and community groups.
- To support improvement in our long-term evaluation methods for this service.
- To source local venues to host Coping with Change workshops across Greater Glasgow.

Volunteer recruitment, training and support

- To develop and maintain links with local and national volunteer recruitment agencies.
- To attend relevant events, such as volunteer fairs and community events to promote volunteer opportunities within the whole Charity.
- To support the development of a volunteer strategy in partnership with other staff members.

- Production of Monthly and Quarterly Volunteer Stats for the Leadership Team.
- Responsible for the recruitment and training of befrienders and ongoing support of the existing 4 'Here for You' volunteers.
- To provide ongoing support and review meetings for Coping with Change and 'Here for You' volunteers, encourage their personal development and if appropriate, direction towards relevant and additional support.
- Liaising with the Administrator and other relevant staff to ensure volunteers are fully supported to deliver their volunteering effectively.
- To assist the Service Manager with support and review meetings for other service volunteers where appropriate and workload permitting.

General Responsibilities

- Ensure all activity complies with GDPR legislation.
- To attend internal and external meetings representing Cancer Support Scotland as required.
- To attend occasional out of hours' meetings or events.
- Work effectively and collaboratively with colleagues across the departments.
- To operate within the policies and procedures set out by the organisation.

Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	<ul style="list-style-type: none"> • Full Clean Driver's licence (D) • Evidence of continuing professional development (E) 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Experience of working in a community development role (D) • Experience of working with volunteers (E) • Experience of using online content management systems Customer Relationship Management Systems– (E) • Experience of meeting and measuring key performance indicators. (D) • Experience of working effectively in a team and leading on own initiative (E) • Knowledge of the charity sector (E) • Experience of multi-agency working (D) • Experience of responding to people with sensitive and complex needs (D) • Ability to use website tools (D) • Knowledge of relevant policy and procedures for volunteering roles (D) 	<ul style="list-style-type: none"> • Application • Interview
Skills	<ul style="list-style-type: none"> • Excellent organisations skills, including ability to manage multiple tasks and projects (E) • Excellent communication skills with people from all backgrounds (E) • A proactive approach to identify opportunities and make connections (E) • Ability to work on own initiative and to meet deadlines (E) • Ability to problem solve and find creative solutions (E) • Attention to detail and to seek the highest standards (E) 	<ul style="list-style-type: none"> • Application • Interview

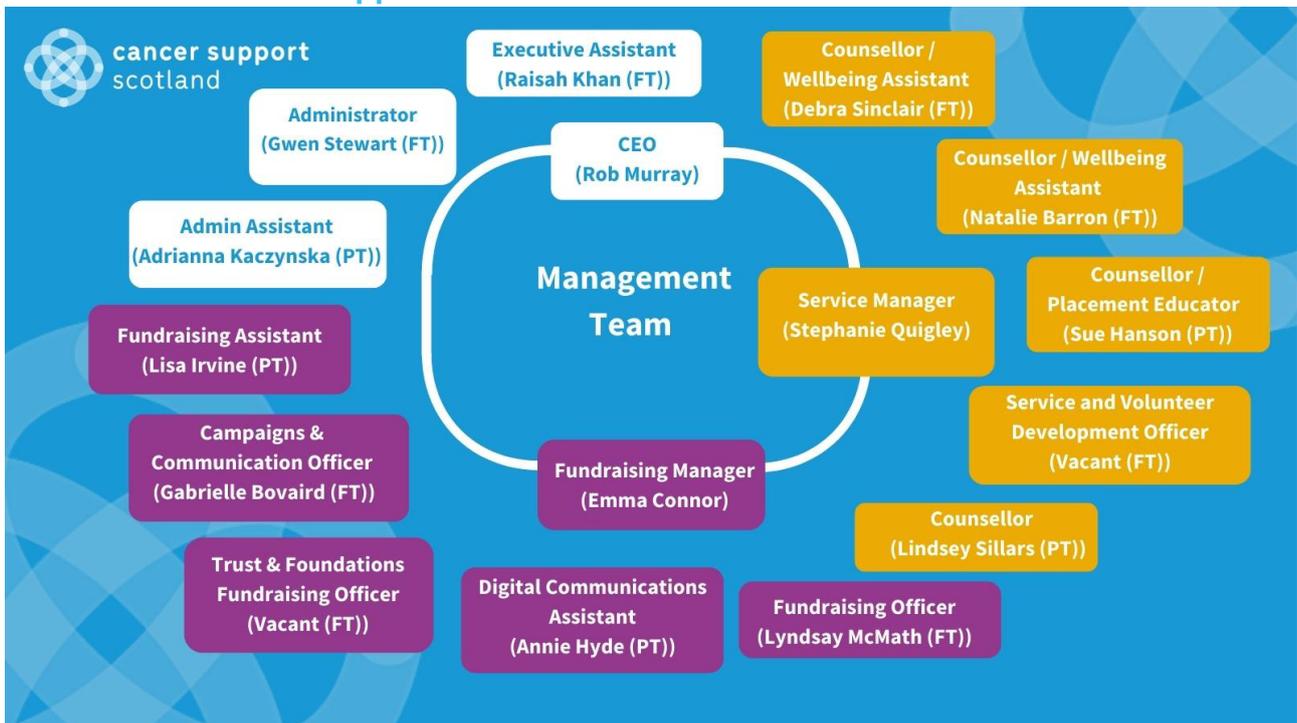
Benefits

- Access to learning and development opportunities.
- Generous Company sick leave policy.
- Mental Health Benefits: access to counselling for all staff.
- 35 Days Annual Leave, increasing 1 day after year of service (up to 40days).
- Flexible working options.
- Modern workplace environment.
- Competitive salaries with incremental progression.
- Access to pension scheme.

Requirements of this role are;

- PVG Check (Paid for by Cancer Support Scotland).
- Two Professional references.
- 6 Month probationary period.
- Participation in all staff training & meetings.
- Adhere to all of Cancer Support Scotland's guidance, policies and procedures.

Structure of Cancer Support Scotland



How to apply

You can apply by submitting a tailored covering letter and two-page C.V to: recruitment@cancersupportscotland.org by **12noon on 26th October 2022**. Interviews will take place week beginning 31st October at the Calman Centre, Glasgow.

