



## Sid Valley Help Manager of Volunteers

Sid Valley Help is seeking an experienced and competent person to assist the Trustees of this small local charity which is currently supporting 30 vulnerable or isolated people in the Sid Valley (Sidmouth, Sidford, Sidbury, Salcombe Regis and the surrounding area). The main tasks are to manage our group of 25 befriending volunteers and, through them, to monitor the wellbeing of our clients.

You should ideally have experience of the health and care sector as you will have to liaise with local NHS and Social Services. You will have an understanding of the voluntary and community sector, be a good problem solver and be comfortable working on your own.

The post is for 12 months initially but may be extended by mutual agreement. The work location will be discussed with applicants.

### Reports to

Di Fuller, Trustee

### Responsibilities and duties

1. Manage the team of SVH volunteers and allocate volunteers to clients as required. Assess new clients who have been referred to us.
2. Monitor volunteer activity and availability. Ensure that volunteers are happy with their client load and arrange cover for holiday and other gaps in volunteer support.
3. Be available to volunteers as the first port of call for any issues or anxieties about their client's wellbeing. Understand the specific issues that some clients have and support the volunteers in dealing with any problems that rise. Refer complex problems to Di Fuller.
4. Attend the weekly Community Health and Social Care Team meetings, in person or online.
5. Liaise with Di Fuller over any safeguarding issues and when a client needs support from the Community Health and Social Care Team.
6. Understand and apply our Policies and Procedures, which can be downloaded from our website.
7. Contribute to the recruitment and induction of new volunteers.
8. Monitor volunteer training and DBS requirements and keep data up to date.
9. Attend the charity's Management Meetings every six weeks, quarterly network events plus other meetings as required.
10. Collect data on volunteer activities every month.
11. Undertake training as identified by the Trustee in charge of training.
12. Undertake other tasks as directed by Di Fuller.

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**Essential requirements**

It is essential that you:

- are competent, reliable, effective, and able to work on your own and in a team
- are proficient in use of PC and printer with MS Word and Excel and Gmail
- have good communication skills
- are willing to undertake a DBS check and safeguarding/ volunteer training
- understand GDPR, confidentiality and safeguarding issues, or are prepared to learn, and are willing to sign a legally binding confidentiality agreement
- have experience of the health and social care sector.

**Hours and pay rate**

Up to 50 hours per month at up to £16/hour with 70 hours paid holiday a year.

**To apply**

Information about our charity is on the website [www.sidvalleyhelp.org.uk](http://www.sidvalleyhelp.org.uk). For more information about the job please email [di\\_fuller@hotmail.com](mailto:di_fuller@hotmail.com).

To apply, please email details of your qualifications and experience by Monday 4 September to [info@sidvalleyhelp.org.uk](mailto:info@sidvalleyhelp.org.uk).

Applicants will be contacted by phone for a preliminary conversation and may then be invited to attend an interview with two of our Trustees.

14 August 2023

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