



Person Specifications

Job Title: Volunteer and Community Engagement Manager

Date Prepared: October 2021

DETAIL		ESSENTIAL or DESIRABLE	EVIDENCE
EDUCATION AND QUALIFICATIONS	Educated to A level standard or equivalent	E	Application Certificates
	Evidence of continuing professional development within related field	E	
EXPERIENCE	In depth experience working in volunteer management to include experience of:	E	Application Certificates
	a. community development and an understanding of community networks and citizenship	E	
	b. strategy development and implementation	E	
	c. recruiting and training volunteers	E	
	d. designing and delivering training to staff/ volunteers	E	
	e. practical application of volunteer legislation and an understanding of equal opportunities legislation and its application in volunteering	E	
	Previous experience of working in a care-based charity or health and social care setting	D	
A working understanding of, and interest in, older people, their situations, and the opportunities they may want and/or need to explore and engage with to live a 'good life' in independence	D		
An excellent track record, with evidence of:	E		
• an understanding in and commitment to volunteering as good citizenship in communities.	E		
• a working understanding of, and interest in, volunteering, and the opportunities to explore and engage with wider communities.	D		

	<ul style="list-style-type: none"> • successful interfaces with other organisations to build connections and partnerships, e.g., corporates, schools, and universities. • using communication activity across print and digital media, including regular newsletters and updates, social media, to ensure effective, and accurate communication. • excellent organisational skills and the ability to use own initiative • an inclusive and empathetic style with the ability to support decision making and advocate on behalf of an individual. • a commitment to a person-centred approach to deliver high quality services to enable people to lead fulfilling and meaningful lives. • understanding of safeguarding and mental capacity with experience of applying these in practice. 	<p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	
SPECIFIC SKILLS	<p>Able to evidence:</p> <ul style="list-style-type: none"> • ability to identify and engage with other teams and organisations to share views and approaches. • appropriately engage in ongoing discussion with people living in the community, promoting co-production. • they value and promote effective and respectful relationships between people. • a well-developed sense of their own behaviour and how this impacts on others. • Encouraging and enabling colleagues and people who use services to be involved in the co-production of how the service operates. • they are authentically warm, genuine, trustworthy, honest, reliable, consistent, and caring in all their actions. • ability to take personal charge of key issues ensuring that quality care and support is provided. • able to seek out opportunities for change and innovation, based on the needs and wishes of people who use services, their families and carers • IT literacy specifically Microsoft packages 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	Interview
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Ability to use your imagination to engage others. • Ability to make others smile. 	<p>E</p> <p>E</p>	Interview

	<ul style="list-style-type: none"> • Ability to work from the heart. • Ability to make the most of the time you have, to provide positive social interactions. • To be non-judgemental towards others • Ability to listen and respect others' points of view even if you disagree. • Prepared to challenge yourself to try new things. • Reflect on your own work and give and receive constructive feedback to enable team development. 	E E E E E E	
OTHER FACTORS	<ul style="list-style-type: none"> • Satisfactory DBS check (Enhanced) • Availability to work flexibly, including unsocial hours. • Ability to drive, with a clean licence. • This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt. 	E E E E	Certificates Interview Interview

We reserve the right to request sight of the original documentation specified above as proof of education and qualifications.