

Engagement & Volunteer Service Manager

West Sussex – Countywide



Purpose:

- Lead a small team to develop CSWS's engagement and volunteer programme, building community connections through the inclusion and involvement of carers and residents of West Sussex.
- Oversee carer engagement and consultation activities, working with the Engagement Lead to collate and present results.
- Further develop our volunteer programme working creatively to proactively seek new opportunities to enable the growth in both volunteering projects and number of volunteers.
- Actively promote the work done by the team, carers and volunteers and work collaboratively to embed engagement and volunteering into CSWS's core services
- Oversee the engagement of Young Carers through CSWS's role in the Young Carer Partnership.
- Support CSWS to embed good practice in equality, diversity and inclusion across the charity and oversee projects within the team which focus on reaching and engaging with diverse communities.

Responsibilities and Duties:

- Work with the Leadership Team to develop our engagement and volunteer strategy and with the Head of Service develop, deliver and monitor the engagement and volunteer team delivery plan aligned to the strategy ensuring appropriate KPIs are met.
- Manage aspects of the budgets for the Engagement & Volunteer Team and grant funded projects, working with the finance team to monitor spend, identify any risks and work collaboratively to address unplanned variances.
- Collate and analyse data and information and support the Head of Service to provide monthly and quarterly reports for both core contract and grant funded programmes of work, demonstrating the impact the service has made including through surveys, case studies and collating general feedback.
- Lead on the achievement of relevant quality marks, e.g. Investing in Volunteers and Opening Doors
- Proactively seek and develop a variety of co-production opportunities for carers. Use collaborative approaches and participation tools to foster the inclusion and empowerment of carers enabling them to feel included and able to actively contribute to all aspects of the service and raise awareness about issues they face to influence change locally and nationally.
- Lead on the design, delivery and analysis of engagement and consultation opportunities. Research, prepare and present information and content required to communicate national and local engagement activities presenting complex or technical information in an appropriate manner, which may be in person at public meetings with presentations, or written reports.

- Oversee the delivery and support of a range of volunteer-led programmes across the charity including the development of new roles, recruitment and induction of volunteers and establishing a framework for providing ongoing training and support to volunteers and staff mentors.
- Lead on the promotion of the engagement and volunteer service to all stakeholders including carers, staff and partners. Attend and organise appropriate events and meetings both on-line and in-person. Work collaboratively with Marketing and Communications Team to design and create visually appealing and engaging comms and co-produced digital content and resources.
- Support with the development and implementation of the charity's Diversity Equity and Inclusion Plan. Work closely with the Team Managers and Engagement & Learning Officer to proactively reach carers from under-represented and diverse communities ensuring our service is accessible.
- Work closely with the WSCC to support the Young Carer Team and Young Carer Programme Officer to co-facilitate Young Carer and My Future groups and activities. Work as a member of the Sussex Young Carer Partnership team attending meetings as required, and writing quarterly and annual reports on behalf of the partnership.
- Lead the engagement and volunteer team creating a culture of continuous learning, nurturing talent, building on strengths, and promoting innovation. Plan and monitor work programs for staff and volunteers setting realistic goals and implement effective performance management to support individuals.
- Promote the principles of Think Carer across all networks and proactively identify carers and opportunities through partnership working, outreach, community connections and networking. promoting carers as expert partners in care.
- Work within Carer Support West Sussex's Policies and Procedures, being mindful of confidentiality, data protection, equality and diversity in all areas of work. Follow processes and procedures to ensure that adults and children are safeguarded and the health and safety for staff, volunteers and carers is considered.

Person Specification:

Education

- A good all-round education including GCSE's (or equivalent)
- Degree or equivalent ILM level 5 management qualification or equivalent working experience of managing people and projects.
- Experience in social care and health or voluntary sector.

Skills and Experience

- Strong leadership skills with experience of managing a multi-disciplinary team working remotely.
- Experience of planning, developing and delivering services to motivate, empower and support people to achieve goals.
- Confident in facilitation and training techniques
- Experience of effectively managing resources and budgets.
- Resourceful and resilient with complex problem-solving, decision-making, and analytical skills.
- Experience of report writing able to present complex information in a clear and engaging format and demonstrate the impact of the work done to support people.
- Experience of recruitment, induction, training, and management of volunteers
- Confident in the use of co-production and participation tools to empower individuals to become included and involved.
- Highly competent in use of IT and experience of using a database or CRM system and a willingness to develop further.
- Ability to readily travel, including rural locations and out of office hours.

Personal Qualities

- A natural communicator, sensitive to people's individual situations and values the contribution of all stakeholders and able to represent CSWS at all levels both internally and externally
- Ability to inspire, lead, motivate and manage staff and volunteers and develop the capacity of a management team so that activities are coordinated and delivered across services.
- Ability to engage and enjoy the confidence of a diverse group of staff, volunteers, and external stakeholders.
- Ability to delegate appropriately while identifying when support is required.
- Ability to work with clarity, openness, and with a sense of determination to deliver agreed objectives.
- High levels of emotional intelligence, empathy and the highest levels of personal integrity and honesty.
- Excellent organizational, planning and time management skills and ability to make decisions.
- Embraces teamwork and working collaboratively.
- Able to remain calm and in control in a crisis and to be measured in your response
- Confident, energetic and passionate about improving the wellbeing of others
- Work in a way consistent with the organisation's culture and values