



Recruitment Pack
Volunteer-Led Services Manager

About Age UK Lewisham and Southwark (AUKLS)

We are a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark. We work to our core values which include being fair and equal as a service provider, employer and partner. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Our Purpose and Vision

To improve the lives of older and vulnerable people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (Number 296862) and a company limited by guarantee registered in England and Wales (Number 02118525).

Although we are a brand partner of the national Age UK charity, we are an independent organisation relying on local funding.





Our services

In Southwark

- The Healthy Living and Learning Centre provides activities for older people living independently like Cheerleading dance classes and pasta making.
- Our Stones End Day Centre welcomes older adults with care and support needs.
- Ageing Well Southwark helps older people to find out about all the support and services available to them locally.
- Handyperson helps with a wide range of jobs in our clients' homes to keep them living safely and independently.

In both boroughs

- The Information and Advice service helps older people to understand their rights and options to maximise their income, access the right care and decent housing.
- Happy Feet provides a toe nail cutting service.

In Lewisham

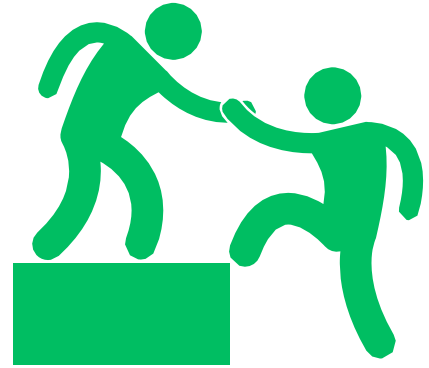
- Community Connections helps vulnerable adults aged 18+ to find the right support and services for their health and wellbeing.
- Befriending matches volunteers with isolated adults for a weekly chat.
- Community Transport matches volunteers who are happy to accompany vulnerable adults who can't use public transport to their appointments.
- The Community Development team supports local groups to develop new activities, advertise themselves, network, follow best practice and thrive, to the benefit of their service users.

HIGHLIGHTS

from the year 2023 in Lewisham



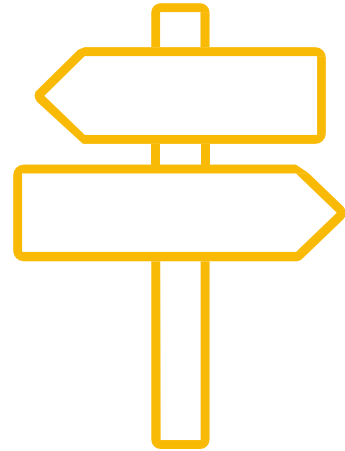
Our Community Development worker did **305 visits** to **191 different groups**



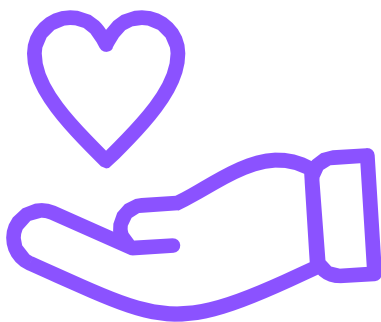
Our Social Prescribing team supported **4 484 Lewisham residents** one to one.



54 people from **17 organisations** joined our door knock in Downham and spoke to **211 residents**



Our Social Prescribing team made **14 438 signposts** to **1076 different local services**



117 incredible volunteers have supported us to make Lewisham a more friendly, connected borough



We supported groups to **raise £249 877** to develop services and support in areas that lacked provision

What our service users say about us

I am extremely grateful for the kindness and love of you and your colleagues. This kindness of yours in the end year was divine gift for me and I will never forget it.

I felt comfortable and reassured.

Thank you very much for all the care you've taken, and thank you very much indeed for the volunteer's visit.

Good service you have going on there!

Thank you so much for all of your help. It was so lovely to speak to an actual person rather than a machine for once!

Many thanks for your help. A warm and non-abusive conversation made it possible for me to put my pride aside and pursue getting support from the service you recommended. Your approach was compassionate and respected my dignity. God bless and empower in all that you do.

Thank you very much for the help today. Even if it didn't seem so, just the talking a little kind of gave me a slight sigh of relief and relaxed a bit more from the extra help. I will definitely try and go there probably Monday if I can.

Thank you to all the staff at Community Connections - you are all amazing!

I learned so much from Leanne, who worked dedicatedly with me-- about the language of fundraising bids, how to answer funders' questions, how to calculate how much to ask for, presenting a budget, editing and refining applications and more. I also learned so much about how to tell our organisation's story and convey our impact as well as framing up a budget. Leanne was a delight to work with and so good at her job. I can't emphasise enough how beneficial this programme was.

Employee Benefits

- 26 days annual leave + bank holidays (pro rata for part-time)
- Additional day's leave for Birthday
- One day a year for volunteering
- Access to Employee Assistance Programme, including access to helpline for partners and dependents
- Flexi time scheme allowing the claiming back of additional hours worked
- Other flexible working options, including working from home (where appropriate)
- Generous contractual sick pay scheme, allowing staff to recover without the worry of loss of income
- CycleScheme members – enabling employees to save 25-39% of the cost of a new bike & accessories whilst also spreading the cost
- TechScheme members – enabling employees to purchase tech through AUKLS and spread the cost from their salary

AUKLS enjoys an open and participative working environment. We promote a working culture that is supportive, professional and person-centred. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's values, working ethos and culture.

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

What our staff say about us

I've thoroughly enjoyed the bonds I've created with the staff at Age UK Lewisham and Southwark and really appreciate how friendly and welcoming everyone here is. Everyone is always so willing to help each other which really makes you feel like part of the team and an integral part of AgeUK L&S. I enjoy the autonomy we have over our caseload and like that we're given opportunity to be creative within our role - it's never a boring day at AgeUK L&S!

I love working for Age UK Lewisham & Southwark because it allows me to support vulnerable adults and people who experience chronic loneliness and isolation daily. I love that I can contribute significantly to a harmonious society, especially in communities that most need collaborative endeavours. As a new Community Facilitator, I am impressed and fascinated by how supportive, friendly and involved all my colleagues are, including the management team. I love how empowered in making decisions and how autonomous we are allowed to be in our work with our lovely clients, who are at the core of the solutions to their situations and only need a little encouragement to pursue taking care of their well-being in a creative, fun, yet effective manner.

When I first joined Age UK L&S, I had a goal to improve my professional skills, and I have certainly achieved this. AgeUK L&S provides a great environment for employees to develop professional skills through training and the flexibility and autonomy we're given within the role. Working at AgeUK L&S has increased my confidence and allowed me to enhance my communication, problem-solving and interpersonal skills.

I feel very grateful to be working at CCL. There is a working culture of openness, creativity and sincerity. The managers encourage us to bring our own personalities to the role, and there is lots of support available. The job allows you to empower people to make small and big changes, and seeing how our work impacts people's lives to increase their agency and improve their wellbeing is a great joy of the work!

Job Description

POST: Volunteer-Led Services Manager
RESPONSIBLE TO: Lewisham Director of Services
SALARY: £35,436 per annum
HOURS: 35 hours per week
TERM: Permanent contract
LOCATION: Laurence House, 1 Catford Rd, SE6 4RU (with some home working possible by agreement)

PURPOSE OF JOB:

To oversee Age UK Lewisham and Southwark's Volunteer-Led Services – currently Befriending and Transport – as well as leading the charity's engagement with volunteers across all services in liaison with project managers.



Our volunteer-led transport service provides affordable journeys for disabled and vulnerable residents of Lewisham who are unable to use public transport safely. We support people with one-off or regular journeys to social groups, healthcare appointments and much more.



Our befriending volunteers support housebound and isolated residents across Lewisham. They make weekly telephone chats and can pop by for a home visit. Our volunteers can help to motivate and encourage residents to access their community and improve their wellbeing.



Southwark Care Home Befriending

Our befriending volunteers visit residents in care homes in Southwark who would otherwise have no visitors.

KEY RESPONSIBILITIES:

1. Day to day oversight of Volunteer-Led Services projects (Community Connections Befriending, Care Home Befriending and Community Connections Transport)

- Ensure the projects run smoothly and safely, achieving their goals and targets, and working within their budgets
- Ensure the projects provide accurate and timely reports in line with funders' and colleagues' requirements
- Ensure the services meet the needs of their users
- Ensure that volunteers have a positive experience of engaging with us, and are appropriately recognised, trained and supported
- Ensure that the projects and volunteering opportunities are advertised widely using a variety of media opportunities, and that engaging publicity materials are produced and distributed appropriately
- Build relationships with referring agencies in Health and Social Care as well as voluntary sector organisations, ensuring they have up to date and accurate information concerning our projects
- Support the Befriending Coordinator to oversee the running of the South-East London Befriending Network
- Ensure risk assessments and insurances are in place for all volunteering roles, in line with Age UK L&S' policies and with support of our Operations team

2. Line Management of the Community Connections Befriending and Community Connections Transport teams

- To provide line management support to the CC Transport Coordinator and CC Befriending Coordinator, in line with Age UK L&S' policies and with support of our HR team
- Organise structured, productive, and regular team meetings
- Monitor the team's workload and ensure that they keep clear and thorough notes on the organisation's database
- Provide a supportive working environment to all staff and volunteers and promote a positive working environment and an innovative can-do attitude in the team.

3. Projects Development and service users' involvement

- To work with senior colleagues to procure funding to help sustain and grow our Volunteer-Led Services including via written funding applications and fundraising events
- To identify potential areas for new Volunteer-Led Services projects and services
- Chair the Volunteer-Led Services Advisory Group – which is comprised of volunteers and service users – ensuring this meets regularly, is representative and has all the information it needs to make informed decisions and be fully involved in service reviews and important decision-making processes, and ensure that their feedback informs service delivery, management and development.

4. Organisational Responsibilities

- Lead on the implementation of Age UK L&S' Volunteering Policy and Strategy to:
 - Ensure that volunteers have positive experiences when volunteering with us via the appropriate development of role descriptions, training, ongoing support and recognition of their efforts and achievements
 - Ensure the organisation is making best use of volunteers' time and expertise
 - Support colleagues in other services to recruit, induct and manage volunteers appropriately
- Contribute to the overall achievement of Age UK L&S' mission and objectives and ensure the values of Age UK L&S are upheld across the organisation
- To participate in networking activity at local and national level, by agreement with the CEO or Line Manager
- Undertake any other relevant duties as agreed with the CEO or Line Manager

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and flexibility is a key attribute required of all Age UK Lewisham and Southwark employees.

Competency	Specification
Essential Personal Qualities	<ol style="list-style-type: none"> 1. Commitment to the core aims and values of the organisation, including: <ul style="list-style-type: none"> • Working as part of a highly diverse staff and volunteer work force • Putting service users at the heart of our work • Being positive and proactive in difficult situations
Essential Knowledge and Experience	<ol style="list-style-type: none"> 2. Experience of working in service delivery and successfully meeting the needs of customers / service users / patients 3. Understanding of the needs of and issues affecting vulnerable people and their carers 4. Experience of managing and coordinating volunteers 5. Experience of reporting on project outputs to stakeholders 6. Experience of stakeholder and relationship management
Desirable Knowledge and Experience	<ol style="list-style-type: none"> 4. Experience of programme management, service coordination and delivery 5. Experience of line managing staff 6. Experience of managing a small budget 7. Experience of working in the voluntary and community sector 8. Experience of delivering and/or designing training 9. Experience of fundraising, e.g., writing grant applications and/or running fundraising events 10. Experience of creating promotional materials to appeal to a range of audiences 11. Experience of using social media to recruit volunteers, advertise services or present service impact
Essential Skills and Abilities	<ol style="list-style-type: none"> 12. Ability to monitor and evaluate the impact of programmes and services and implement learning 13. Excellent verbal and written communication skills 14. Excellent organisational skills, including ability to maintain accurate and efficient administrative systems including databases and spreadsheets 15. Ability to self-motivate and to work confidently on your own initiative 16. Ability to motivate a team around a shared vision and purpose 17. Ability to travel within the London Boroughs of Lewisham and Southwark

Availability: This post is likely to require occasional evenings or weekends working.

Age UK Lewisham and Southwark are supportive of flexible working arrangements that suit the successful candidate's commitments.



Diversity and inclusion

Age UK Lewisham and Southwark is committed to providing equal opportunities for everyone regardless of their background.

We acknowledge that people from certain backgrounds are under-represented in the workforce and we are committed to doing everything we can to correct this.

We are particularly keen to receive applications from Older people; Black, Asian and minority ethnic people; Disabled people (including hidden disabilities) and/or neurodivergent people; people who identify as being LGBTQ+; people with experience of mental health problems; parents and/or carers; migrants; people who identify as working class now or in the past; and people at the intersection of these experiences.

We recognise that people have commitments and responsibilities outside of work, therefore Age UK Lewisham and Southwark supports flexible working.

Age UK Lewisham and Southwark is committed to inclusive and fair working practices, so during the application process we will:

- Anonymise applications so the shortlisting panel doesn't have access to candidates' personal details.
- Make reasonable adjustments to the application and interview process for candidates with disabilities and/or neurodivergence.
- Provide feedback to all candidates interviewed on request, either via phone call or in writing.



How to apply

To apply please complete and submit our application form.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability may find it difficult to fill in our standard application form, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees Declaration
- that they have the right to work in the UK and if applicable any restrictions on their right to work in the UK
- Declaration that the information provided is correct

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification.

Applications should be returned to us by 9am on 1st July 2024. Applications received after that time will not normally be considered for shortlisting.

Completed electronic applications must be sent to recruitment@ageuklands.org.uk ensuring you clearly identify the post you are applying for.

Applications sent by post should be marked confidential and for the attention of: Human Resources - Recruitment; Age UK Lewisham & Southwark; Stones End Centre; 11 Scovell Road; London SE1 1QQ

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not shortlisted for interview.

Interviews will take place during the week commencing 8th July 2024. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

As prospective employees of Age UK Lewisham & Southwark, we think it's important you know the types of data we process about you. Please click on the following link to view our [Privacy Policy](#).