

Job Description

Job Title: Volunteer and Health Development Manager
Service: Libraries, Archives & Culture
Directorate: Strategy and Partnerships
Reports to: Library Development Manager
Grade: Scale SO2
Location: Flexible/Hybrid
Hours: 18.5 hours per week

Overall purpose of the job

To develop, promote and co-ordinate volunteering opportunities across Cambridgeshire Library Service with colleagues and other partners to meet service plan objectives and relevant County Council strategies.

To manage the Library at Home service, throughout Cambridgeshire, ensuring this service is delivered to designated levels and quality standards.

To ensure the effective and efficient delivery of the Community Health Information Service, on behalf of CCC Public Health, negotiating, maintaining, and monitoring service level agreements and Budgets.

Main accountabilities

Accountabilities listed in descending order of priority.

	Main accountabilities
1.	Planning, Monitoring and Review Lead on the planning, development and delivery of library service provision for volunteers and health information, to achieve the objectives and targets set out in the Service Plan. Assess and review trends in the provision of library services within communities, conducting research to develop a library service for house-bound customers, taking into account diversity and equality, and contributing to providing a library service accessible to all. Assess and review trends in the provision of library services, national and local social policy and health policies, so as to develop new and innovative volunteering opportunities throughout Cambridgeshire Libraries. Plan, monitor, implement and review the delivery of the Community Health Information Service.
2.	Customer Care and Service Delivery Manage, review and plan and the day to day delivery of the Library at Home service, currently provided for 300 customers, throughout Cambridgeshire ensuring excellent volunteer management and a quality customer service experience. Plan and develop the recruitment and management of volunteers in the delivery of an efficient and effective Library at Home service, which delivers excellent customer service. For Quality Assurance, setting and maintaining service standards followed by monitoring and evaluating service provision.

	Plan, enable, and establish the delivery of additional library services, achieved through volunteer engagement, to provide added value to Cambridgeshire Library services. Plan, manage and maintain a Community Health Information Service on behalf of Public Health, so as to achieve the objectives and targets set out in the service level agreement and memorandum of understanding. Monitor the level of customer service delivered by the Community Health Information Service and the HPAC digital health information resource, ensuring high levels of customer satisfaction.
3.	Staffing, Teamwork and Communication Manage the recruitment, training, development, motivation and appraisal of operational staff and volunteers across the districts in order to establish and maintain teams capable of delivering services to specified levels. Monitor and maintain quality standards and develop the range of skills required by the health and volunteer coordinators, local library staff and volunteers. Manage effective communications across the County (for library staff, community organisations, volunteers and customers), and work with other Managers as a team to ensure effective channels of communication exist and thrive across the service
4.	Service Marketing and Community Focus Promote community and cultural services, and in particular the Library service, within the wider community, and via the public and voluntary sectors Act as the first point of contact for enquiries about Volunteering, Library at Home service and the Library service as a whole. Represent the service through links with local organisations, voluntary sector organisations, voluntary and local community groups, library Friends groups and local members where appropriate.
5.	Stock and Resources Work with the library stock manager to ensure that available stock and resources are the most appropriate for the needs of the Library at Home and Community Health Information Service users throughout the districts. Oversee the spend of resourcing budget in the Community Health Service and actively seek funding resources to identify opportunities or gaps in service.
6.	Infrastructure, Management, Security and Health and Safety Ensure risk assessments are undertaken for all volunteers who visit customers in their own homes. Ensure the volunteer development team have completed relevant training including CCC health and safety guidance, risk management, safeguarding, and dementia awareness. Ensure volunteers with the Library service receive appropriate health and safety training within library buildings, and for community based volunteers including safeguarding for adults, dementia awareness, and that they are fully aware of the risk analysis completed for visiting their customers.

7.	Finance and Administration Be responsible for the Volunteer Development budget, the Community Health Information Service budget and for the funding received from other CCC departments relating to volunteering and health (e.g. CCC Public Health, CCC Adults and Safeguarding). Ensure that agreed financial targets, and Memorandums of Understanding, are met and that volunteer and health development services operate within designated budgets. Manage the administrative functions of the control of cash as needed. Analyse and monitor management information to monitor service uptake and delivery. Interpret management information data to inform service development and resource allocation.
8.	Safeguarding We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We require you to understand and demonstrate this commitment, especially in connection to vulnerable adults as likely clients of the Library at Home service.
9.	Equality, Diversity & Inclusion To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Degree or similar level qualification or experience in social policy, social work or volunteer management.		Essential
Good standard of general education: 2 'A' Levels or 4 'AS' Levels/NVQ level 3.		Essential
Strong ICT Skills:	The successful candidate must be able to demonstrate proficiency in the use of Microsoft Office or equivalent, particularly Word and E Mail, Excel, etc., equivalent to Level 2 ICT qualification.	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Knowledge of working with volunteers and processes involved		Essential
Knowledge of the process of Risk Management		Essential
Understanding of current policy initiatives in social care, health care and in the provision of public sector services; particularly with reference to older people's services, mental health, disability and carers.		Essential
Knowledge and understanding of library practices.		Desirable
Knowledge of the range of partners, especially voluntary sector agencies, essential for creating and maintaining good links and maximising the effectiveness of working with volunteers.		Desirable
Skills		
Evidence of the range of skills necessary to recruit, build, motivate, lead and manage the performance of teams of professional or operational staff and volunteers.		Essential

Demonstrable commitment to performance management, training and development of staff and volunteers.		Essential
Excellent interpersonal skills with staff and volunteers, using listening, problem solving and management skills with a positive attitude.		Essential
Strong influencing and negotiating skills.		Desirable
Demonstrable ability to work under pressure and without supervision, producing high quality work within tight deadlines.		Essential
Management of workloads with the ability to prioritise and delegate as necessary and to use time effectively, both one's own and that of others.		Desirable
Experience		
Demonstrable management experience a within customer service organisation		Essential
Experience of managing, training volunteers		Essential
Experience of selection and recruitment and performance management		Essential
Experience of effective partnership working		Essential
Experience of working with older people, people with long-term ill-health, or people living with disabilities.		Desirable
Safeguarding		
Demonstrate an understanding of the safe working practices that apply to working with vulnerable adults in this role.		Desirable
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.		Desirable
Equality, Diversity & Inclusion		
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs		Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks X

Work type				
What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible X	Field	Home