

Job Description



JOB TITLE:	Area Manager for Cruse Scotland East Area Cruse Scotland East Area covers the geographical areas of: Fife, Dundee, Angus and Perth & Kinross
LOCATION	Hybrid: Perth / Fife / Home-based A minimum presence in Perth office required 1 day per week, approx. 1 day per fortnight in Fife, the remaining days can be home-based or from Perth office. Occasional travel required across Scotland
REPORTING TO:	Head of Client Services
HOURS:	21 hours per week Working pattern can be worked across 3, 4 or 5 days
SALARY:	£17,160 (£28,600 FTE) per annum plus 6% employer's contribution to pension

PURPOSE AND AIM OF THE ROLE:

The role of the Area Manager is to manage the effective delivery of our services to bereaved clients through supportive leadership of the East Area volunteer team, and engagement with local funders and partnership organisations. The role also includes management of our Alternative Pathways support.

ROLE PROFILE:

Key Functions and Responsibilities:

- **Managing and supporting Cruse Scotland volunteers within Cruse Scotland East Area, including:**
 - In liaison with Volunteer Development Manager and Head of Client Services, ensuring that there are sufficient volunteers to deliver service
 - participation in recruitment, induction and development of volunteers and counselling placement students
 - conducting volunteer annual reviews and addressing any concerns raised and training needs
 - supporting Volunteer Development Manager to co-ordinate a programme of ongoing training to volunteers
 - dealing with any day-to-day issues arising within the volunteer team
 - provision of general guidance and support to volunteer team
 - ensuring suitable rooms, and venues, are available for volunteers to conduct client sessions and facilitate groups
 - sharing client feedback with volunteers and addressing any concerns raised
 - ensuring that volunteers are working within Cruse Scotland policy guidelines
 - initial contact with volunteers and staff in connection with any Safeguarding and/or Child Protection concerns including reporting and escalating as required
- **Day-to-day management of East Area, working closely with East Area Co-ordinator including:**
 - ensuring the timeous collection and input of volunteer and client data
 - ensuring the collation and report of evaluation data
 - ensuring that client documentation is issued in line with policy timescales
 - ensuring adequate cover for holidays and sickness and any other unforeseen absence within East Area and Client Services Team

- providing administrative cover including reception cover around East Area co-ordinator working pattern and absence
 - providing management of East Area co-ordinator in their co-ordination of initial client interviews
 - key responsibility for embedding and supporting new projects into local East Area delivery and including the supporting of relevant staff, volunteers, contractors and with key staff in partnership organisations
 - management of the Tayside and Fife Walk & Talk Groups, including supporting relevant staff, contractors and with key staff in partnership organisations
 - initial principal point of contact in addressing areas of concern raised by clients, volunteers or colleagues in relation to East Area service delivery, resolving or escalating as required to Head of Client Services and/or Chief Executive
- **Day-to-day management of Alternative Pathways, working closely with the Client Services Co-ordinator and Head of Client Services, including**
 - Management of client services co-ordinator with Alternative Pathways referrals and monitoring
 - Oversee recruitment and training of ALT pathways consultants
 - Track and progress targets
- **Line Management Responsibilities, including:**
 - day-to-day support and supervision of East Area Co-ordinator
 - Provision of monthly support and supervision and annual appraisal to East Area Co-ordinator
 - Monitor progress and performance of East Area Co-ordinator
 - Day-to-day support and supervision of Client Services co-ordinator
 - Provision of monthly support and supervision and annual appraisal of Client Services Co-ordinator
 - Monitor progress and performance of Client Services Co-ordinator
- **Delivering Cruse Scotland objectives throughout the East Area as outlined in the Strategy and Implementation Plans, to include:**
 - Managing service delivery through our East Area volunteer team
 - Ensuring that East Area operational targets are met
 - Establish and maintain relationships with local funders and partner agencies to promote the work of Cruse Scotland
 - Awareness of local authority priorities across each HSCP in the East Area.
 - Collaboration with fundraising colleagues, to provide information for reports and case studies
 - Contribute to development of services, volunteer management and service user engagement
 - Representing Cruse Scotland at meetings with partners and networking events, including the opportunity to represent a nominated Cross-Party Group.
 - In collaboration with H&S consultants and relevant colleagues, ensure adherence to statutory compliance of Health and Safety legislation and recommendations provided within East Area
- Attend our fortnightly staff meeting with the full staff team to engage in staff training, updates from across the organisation and wellbeing sessions
 - Supporting and contributing to Cruse Scotland's Fundraising and Communications Strategy
 - Implementing and maintaining Cruse Scotland policies as outlined by Cruse Scotland Board of Directors
 - To show respect to Cruse Scotland colleagues and to understand and adhere to the COSCA Statement of Ethics and Code of Practice.

- To carry out any other duty as reasonably required by the Head of Client Services, commensurate with the post. This may include duties for which the post holder has the necessary experience and/or training.

CONTACTS/LIAISON:

Internal: Head of Client Services; Chief Executive; Peer Area & Helpline Management; Area & Helpline Co-ordinators; Client Services Co-ordinator; Volunteer Training & Dev Manager; Fundraising Manager; Communication & Marketing Manager; Office Manager

External: Local Bereavement Networks; local Primary Care providers; other Volunteer/Charitable Organisations; other Statutory Services; Funders, Nominated Cross Party Group; Partner Organisations.

Person Specification and Profile

Skills and Qualities	Essential	Desirable
Skilled use of Microsoft Office and Outlook	✓	
Excellent organisational skills	✓	
Competent report writing skills	✓	
Excellent communication skills with the ability to adapt those to suit particular situations	✓	
Influencing and networking experience		✓
Staff supervisory experience		✓
Excellent interpersonal skills showing warmth and understanding	✓	
Ability to problem solve	✓	
Ability to effectively manage time and priorities workload	✓	
Ability to meet deadlines	✓	
Excellent listening skills	✓	
Good people management skills	✓	
Experience		
Experience of volunteer management	✓	
Experience or knowledge of counselling work		✓
Knowledge of the environment in which Cruse Scotland works		✓
Experience of dealing with upset/distressed/angry people	✓	
Experience of working with vulnerable people	✓	
Qualifications		
Volunteer management qualification		✓
Educated to degree or diploma level or equivalent		✓
Personal Qualities		
Of a calm disposition	✓	
Approachable	✓	
Team player	✓	
Able to use own initiative	✓	
Self-motivated	✓	
Ambassadorial		✓
Efficient	✓	
Trustworthy	✓	
Confidential	✓	
Willingness to commit to our organisational ethos of Unconditional Positive Regard	✓	