

**VOLUNTARY
NORFOLK**

Application Pack





Job club
Thursday Afternoons

1PM - 4PM

Reserved For

We exist to help
communities reach
their full potential
and **thrive**

Welcome



Alan Hopley
Chief Executive Officer



John Archibald
Chair of Trustees

Thank you for your interest in becoming part of our team. We hope that you like what you learn about our organisation in this Application Pack and that in the end you decide to apply for your chosen role.

Just like the rest of the world, even Voluntary Norfolk has had to face several challenges in the last few years. However, even in these extraordinary times the breadth and depth of services provided by Voluntary Norfolk has continued to grow. It is undoubtedly thanks to our remarkable staff and volunteers that this was possible. We are extremely proud of the resilience, creativity, dedication and adaptability of our staff, which enabled us to respond quickly to the new societal needs that emerged from Covid.

It therefore pleases us to say that in the last year we managed to recruit hundreds of new volunteers to support isolated people, mobilise new services, adapt the way we deliver existing services, and provide much needed support, advice and guidance for other voluntary sector organisations. All of this while adapting to suddenly working from home, away from colleagues and often with individual personal, family and health concerns.

If you share our passion for improving the lives of people living in Norfolk, we would be privileged to welcome you in our team. We always love hearing from people who share our values and are keen to join us on our mission.

Thank you again for your interest in our role and we wish you the best of luck in the application process, should you decide to proceed with the application.

Alan Hopley & John Archibald



About us

Voluntary Norfolk is an ambitious charity that improves the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

We trace our origins to the year 1969 when the organisation was set up as the Norwich Organisation of Active Help (NOAH) - a service that matched volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services.

Today, we employ over 100, mainly part-time, members of staff, working in locations across Norfolk. Our turnover is in excess of £3 million per annum with funding coming from public sector, health and statutory bodies, from grants, and from our traded services.

Our current services can be divided into six large areas of work:

- Support for the Voluntary Sector
- Volunteer services
- Health and social care services
- Community development
- Employment & Skills services
- Professional support for charities and businesses through our trading arm CBR Business Solutions

Together, we work towards achieving our vision.

Our vision

Connected, resilient and compassionate communities where people work together to improve lives.

Our mission

- To enable local people and communities to thrive and reach their potential
- To deliver innovative solutions through effective partnerships
- To ensure the voices of volunteers and voluntary organisations are represented

Our values

- We listen
- We collaborate
- We innovate
- We celebrate diversity
- We care

“From day 1 of working here I have felt fully supported by all of my colleagues.”

Ilona - staff member

“It has been wonderful to see and hear the difference it makes just listening to and interacting with people who are lonely.”

Mandy - volunteer

Did you know?

Our staff have established bases in King’s Lynn, Norwich and Great Yarmouth.



**We have been
supporting
Norfolk
communities
for over
50 years**

About the Role

Deputy Service Manager Carers Matter Norfolk

Hours:	Full Time 37 hours per week
Contract:	Fixed term to 31 st August 2025
Starting salary:	£27,381 per annum
Base:	St. Clements House, 2 – 16 Colegate, Norwich NR3 1BQ. A hybrid working policy is in development.
DBS Check Required:	Not required
Closing date:	Sunday 22nd May 2022
Interview date:	Friday 27th May 2022

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website www.voluntarynorfolk.org.uk/about/privacy-policy

Applicants are specifically advised to refer to both the job description and the person specification when completing section 6 of the application form.

For further information about this post please contact Rebecca Elliott on rebecca.elliott@voluntarynorfolk.org.uk

Please return completed applications to: Julia Creusson, Head of Resources & Facilities by e-mail to staffrecruitment@voluntarynorfolk.org.uk

Please be advised that only applicants shortlisted for interview will be contacted.

Job Description

Title	Deputy Service Manager – Carers Matter Norfolk
Location	St Clements House
Reporting to	Service Manager – Carers Matter Norfolk
Responsible for	Senior Family Carer Practitioners, Family Carer Practitioners, Volunteer Co-ordinator, Step-down Worker
Main relationships	Service Manager, Head of Support Services, Carers Matters Norfolk Operational Staff, Bridges Outcomes Partnership Staff, Partner staff.

Purpose of the Role

Carers Matter Norfolk is a partnership led by Bridges Outcomes Partnership delivering an innovative service to unpaid adult carers in Norfolk. Financed by a social impact bond, the service is outcome-driven, focused on empowering carers to achieve the greatest degree of choice and control, independence and quality of life as possible. The service provides Carers Assessments and support to sustain the caring role with information, advice, wellbeing support, access to breaks and peer support opportunities, emergency planning and links into other preventative services.

The role of the Deputy Service Manager is to support the Service Manager with the delivery of the Community and Volunteer service and to be responsible for ensuring that quality and quantity performance targets are delivered. This is a deputy management role which will involve working closely alongside the Service Manager to support and manage the team of Family Care Practitioners, assist with allocation of resources, monitor management of caseloads, conduct supervision meetings and ensure the effective day to day operation of the service.

The successful candidate will have proven success in managing a team to deliver targets. They will also have experience of using data to support team members in reaching both their own potential but also the standards of excellence expected from the service. Existing knowledge of social care or previous experience working with carers is not essential

Main Tasks

1. Operational Support

- Assist the Service Manager in the day-to-day operational management of Carers Matter Norfolk, monitoring and responding to demand and allocating

resources to required quality, safety and performance standards with a view to delivering outcomes.

- Support the Service Manager by providing ongoing advice, guidance, support and supervision to the team of Family Carer Practitioners.
- Monitor implementation of key policies including lone working, safeguarding and, in the absence of the Service Manager, the provision out-of-hours management cover.
- Maintain an awareness of the organisation's infrastructure and work with partner projects to support volunteering with the service.

2. Performance

- Responsible to, and working in collaboration with, the Service Manager for the performance management of the Carers Matters Norfolk team.
- Support front-line staff to meet performance targets, working collaboratively to develop and implement strategies and solutions where appropriate.
- Reporting and collaborating with the Service Manager in relation to any staff performance issues within the service, identifying need and developing, and implementing action plans.
- Support the Service Manager in relation to performance of the service against the requirements of the service contracts.

3. Quality Assurance

- Provide any required data to the Service Manager relative to internal auditing; this is used to effectively monitor compliance and performance (e.g. case recording and management).
- Raise any issues related to quality assurance with the Service Manager.
- Ensure personal compliance with all regulatory and legal requirements and support the Family Carer Practitioners to ensure best practice across teams.

All Voluntary Norfolk post holders are responsible for:

- Working to the policies and procedures of Voluntary Norfolk.
- Promoting equal opportunities and respecting diversity within all aspects of their work
- Complying with Health and Safety Regulations.
- Carrying out additional duties where appropriate which may be allocated by the Director of Operations, Head of Support or the Service Manager.
- Evidencing Voluntary Norfolk's values which underpin our vision and mission, by ensuring that you:
 - listen;
 - collaborate;
 - innovate;
 - celebrate diversity; and
 - care.

Personal Specification

Essential (E) / Desirable (D)

The person appointed to this post would normally be expected to meet the following:

Experience and Qualifications	
Proven experience of managing a team to deliver outputs and outcomes	E
Experience of successfully leading and motivating teams	D
Experience with analysing, interpreting and presenting data	D
Experience of maintaining effective partnerships both internally and externally	D
Experience of working in health, social care or VCSE	D
Knowledge & Skills	
Able to work under pressure, manage a busy workload and prioritise.	E
Excellent planning and organisational skills.	E
Excellent interpersonal and communication skills, with evidence of ability to work collaboratively and support others in reaching their potential	E
Competent IT Skills – an ability to use and interpret data presented in a variety of formats	E
Proven ability to manage confidential and sensitive information and apply knowledge of data protection legislation to managing individuals	D
Lived experience or understanding of carers	D
Understanding of adult social care.	D
Attributes	
Proven ability to work collaboratively	E
Confident in providing ongoing support, advice and guidance to a team	E
Confident in identifying under performance and in providing appropriate support relating to identified areas of improvement	E
Flexible and adaptable approach	E
Willingness to pro-actively contribute to the continuous development and improvement of the service	E
Other requirements	
Current driving licence and use of a car	D
Willingness to work flexibly and to travel between meetings	E
Willingness to deputise in the absence of the Service Manager	E

Why join us

In our organisation, you can

- Be part of a great team of experienced people who are incredibly passionate about what they do.
- Make a huge difference to the lives of people within our community.
- Gain invaluable experience that will allow you to grow professionally.
- Work in an environment dedicated to continually improving staff experience.

We offer you



Generous holiday allowances starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays and an additional 3 days for Christmas closure (pro rata for part time employees)

Competitive salary

Enhanced Pension Contribution - 5% employer contribution and 3% employee contribution

Flexible & Hybrid working allowing you to organise your work alongside other commitments

Company sick pay which commences following the successful completion of staff 6 month probation period



Work culture which embraces open **two-way communication** through regular organisational updates and staff consultation events



Focus on ensuring all our people are able to enjoy a **healthy work / life balance**



Ongoing **training and development** support both internally and externally



Access to confidential counselling because everyone can use a bit of help sometimes



Sight test contributions





**“Thank you
for all your
help supporting
charities and
voluntary groups
like ours.”**

Feedback from a Group

We're proud of our work

In the last year...

We recruited and deployed **over 1,700 volunteers** to help with the Covid response in the community in Norfolk.



Our Covid-response volunteers supported **1,290 clients** with tasks like food shopping and collecting prescriptions, and in befriending roles.



We deployed 380 volunteers in vaccination centres, who completed over 3,550 shifts and donated **over 14,000 hours** of their time to support the rollout of the vaccination programme in Norfolk.

We supported **over 700 people** through our Employment and Skills services.



Our Better Together Norfolk Team directly supported nearly 1,000 people facing loneliness and isolation, with **over 2,000 individuals** benefiting from our groups (mainly online).



Our team of non-emergency patient transport volunteers clocked up **over 240,000 miles** taking patients to essential medical appointments.



Our Carers Matters Norfolk service delivered direct support to **over 550 newly identified young carers**, with a further 220 members of their family network also being supported.

Our CBR Business Solutions service supported **around 500 charities and businesses** across the country with HR consultancy, DBS checks and Payroll and Auto Enrolment services.





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**St Clements House
2 -16 Colegate
Norwich NR3 1BQ
T: +44 (0)1603 614474
W: voluntarynorfolk.org.uk**

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