



## **JOB DESCRIPTION**

**Job Title:** Manager  
**Responsible to:** Chair of Trustees  
**Responsible for:** All staff and volunteers

### **Job Purpose**

To manage the day-to-day running of the organisation and, working alongside the Management Committee, to lead the development of the service. The Manager will ensure that:

- members (service users) and volunteers are appropriately recruited, supported and managed;
- funding opportunities are identified and the charity remains financially sustainable
- the charity is promoted and maintains a profile within the Derbyshire Dales and East Staffordshire

### **Responsibilities**

- To manage the overall day-to-day activities of the organisation as agreed by the Management Committee
- To oversee the work of the Assistant Manager and Befriending Co-ordinator, ensuring that they are properly supported
- To work with the Management Committee to further develop the activities and operations of the organisation
- To provide regular financial and operational reports to the Management Committee and prepare any statutory reports for their approval
- To proactively research, coordinate and communicate information on funding opportunities to the management committee; to ensure that the management subgroup for fundraising are properly supported in their work to increase the income to the organisation
- To proactively lead the recruitment of new members (service users), establish relationships with new referral agents and strengthen relationships with existing agents
- To support the Assistant Manager & Befriending Co-ordinator in supporting and reviewing existing members and volunteers

- To lead and manage the recruitment and training of volunteers
- To coordinate and act upon opportunities to engage volunteers in broader activities for the organisation (e.g. fundraising)
- To regularly liaise with the office provider (St Oswald's Hospital, Ashbourne), ensuring that any visitors, volunteers and staff comply with the requirements of the provider whilst using the facilities
- To promote the services of the organisation within the charity's geographical remit, ensuring the growth of the service in line with Management Committee aims, and the engagement of local stakeholders
- To develop marketing and communications channels to ensure that the profile of the Careline service is widely known within the local community and with potential stakeholders
- To undertake the financial management and administration of the organisation, working with the Treasurer to ensure compliance with the legal requirements and statutory reporting of the organisation
- To regularly undertake telephone befriending sessions with members in order to remain aware of the core activity of the organisation and to provide emergency cover for volunteers as necessary
- To use standard office systems (Access database) and software (Microsoft office) to carry out the duties of the post, proactively developing office processes and systems to reduce time spent on administrative tasks

## **PERSON SPECIFICATION**

### **Knowledge / Experience**

- Knowledge and management experience of working with and supporting volunteers.
- Administrative experience
- Experience of representing an organisation externally, including presenting information at meetings, chairing meetings etc.
- Fundraising experience
- Experience of monitoring and evaluating work
- Experience of financial reporting and accounts management
- An understanding of legislation surrounding volunteers, including the Data Protection Act and its implications on the organisation
- Experience of dealing with highly confidential information and its distribution, safe custody and supervision within the organisation

### **Skills and abilities**

- Excellent time management skills and ability to deal with competing priorities
- Good interpersonal and influencing skills with all levels of management
- Excellent communication skills both oral and written
- Ability to work alone and as part of a team
- Use of Microsoft Office packages and the development and maintenance of websites and databases

## **BACKGROUND**

Careline aims to improve the well-being of older and vulnerable people by offering a telephone befriending service. Calls are made by a team of volunteers on a daily basis. Users of the service maybe older, recently bereaved, recently discharged from hospital, recovering/suffering from illness, caring for someone, feeling lonely or socially isolated.

The main purpose of the calls is to have a friendly chat. Careline signposts to other services in the area and will also follow up if they cannot contact a member, bringing peace of mind to those that use the service, their family and friends. Through regular interaction with its members, Careline also seeks to reduce unnecessary hospital admissions and readmissions.

Careline is currently funded by The Big Lottery, Derbyshire County Council / Southern Derbyshire CCG, East Staffordshire CCG, East Staffordshire Borough Council and St James's Place Foundation. The charity also relies on donations from the local community to operate its service.

The charity was founded in 1997 and now covers the south of the Derbyshire Dales as well as Uttoxeter and surrounding villages. Referrals come via GPs, social services, community matrons, care coordinators, local hospitals, other charities and organisations, churches, friends, family and self-referral. Careline currently has around 80 volunteers and 100 members, and makes on average 360 calls a week (over 18,000 calls a year).

## FURTHER DETAILS

Job Title	Manager
Salary	Circa £26,000 (pro rata)
Hours of work	25 hours per week, spread across 4 week days. The Manager will be required to have the phone, and be on duty, 1 weekend a month. Occasional evening/weekend work will also be required.
Place of work	St Oswald's Hospital, Ashbourne; you will be required to travel and work outside these premises in the normal performance of your duties
Annual leave	28 days per annum (pro rata), incl public holidays
Probationary period	Appointment will be subject to satisfactory completion of a six month probationary period
Notice	One month during probationary period, three months thereafter
Additional requirements	A Disclosure and Barring Service (DBS) clearance is required for this post
How to apply	<p>Please send a copy of your CV and a covering letter (no more than 2 sides of A4) outlining the skills and experience that make you suitable for the post, giving contact details of two referees to:</p> <p><a href="mailto:info@carelinecalling.org.uk">info@carelinecalling.org.uk</a></p> <p>or by post to:</p> <p>Lesley Tetley Careline St Oswald's Hospital Clifton Road Ashbourne DE6 1DR</p>
Closing Date	<b>Monday 20 April 2015</b>
Interviews	It is anticipated that interviews will take place at St Oswald's Hospital, Ashbourne on <b>Friday 24 April 2015</b>