



<b>Role title</b>	Volunteering and Community Manager	<b>Directorate</b>	Stroke Support
<b>Location</b>	Scotland (office or home based – to be agreed)	<b>Accountable to</b>	Head of Volunteering and Community
<b>Travel requirement</b>	Frequent	<b>Accountable for</b>	Volunteering and Community team, volunteers and groups within their areas of responsibility.
<b>DBS check</b>	Yes	<b>Core Role Anchor Level</b>	Deliver

<b>Hours</b>	21	<b>Grade</b>	E	<b>Salary</b>	Circa £15,500 per annum
<b>Contract type</b>			Permanent		

Stroke Association. Rebuilding lives after stroke.

Stroke is a brain attack, a time critical medical emergency which can happen at any age; from before birth to old age, causing lifelong impacts. It is also one of the leading causes of death and adult disability in the UK, and the overall cost of stroke to the Scottish economy is significant. Currently costing £1.6 billion annually, with over half these costs borne by informal carers, and predicted to rise to £4.5 billion by 2035 unless significant improvements are made.

In Scotland, there are around 14,000 strokes each year, we have the highest prevalence in the UK and there are 124,000 people living with the after effects of stroke. Stroke incidence is projected to double over the next 20 years as our population ages.

In Scotland, the risk factors for stroke, most notably high blood pressure and irregular heartbeat, are greater amongst the poorest in society and stroke is heavily linked to health and social inequalities. The mortality rate after stroke is 36% higher in the most deprived areas of Scotland than in the wealthiest. We now know that 80-90% of strokes could be prevented, but in the event of a stroke, rapid

diagnosis and treatment are critical to survival and reducing disability. Rehabilitation and long-term support improve physical and emotional health and wellbeing; and an integrated, holistic approach to health and care delivers better outcomes.

Many people who have a stroke are able to recover and get on with their lives in some way, but suffer a wide range of physical and cognitive consequences. These include fatigue, sight loss, loss of movement, speech and communication problems, incontinence, loss of memory, problem-solving skills and depression. These consequences, often invisible, last a lifetime and often go unaddressed.

As well as the individuals who have had a stroke, the condition has a huge impact on families and friends, some of whom will take on a caring role. Their lives are often turned upside down and they may need help with the emotional and practical consequences of providing support

### **Directorate**

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for fundraising activity within the country is an important part of this role.

Join us and help to achieve a world free of stroke.

### **Purpose of role**

The Stroke Association is finalising a new strategy with three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; partner with people and communities to help them take action on stroke.

The Volunteering and Communities Manager will take the lead role on behalf of the zone/country management team to develop a broader and more effective community footprint and presence working with and across all our teams in the country, including Fundraising and Marketing & External Affairs.

The job holder will lead on all volunteering and community development activity to build a network of local stroke communities, to give people affected by stroke the best possible chance to make a positive contribution

They will ensure implementation and compliance with volunteer processes creating a culture of quality volunteer management and support.

**Key responsibilities of role**

<b>Responsibility areas</b>	<b>Performance Indicators</b>	<b>Key Competencies</b>
Work with the senior management team to develop and implement volunteering and community activity plans which support our strategic ambitions.	<ul style="list-style-type: none"> <li>• Business/Implementation Plan actioned</li> </ul>	Communication and Collaboration Improvement and Innovation
Lead and manage community officers, project staff and volunteers in line with our HR and volunteering policies/ procedures/competency framework	<ul style="list-style-type: none"> <li>• Positive team dynamics</li> <li>• Successful project outcomes</li> </ul>	Leadership Customer Focus
Manage, co-ordinate and deliver volunteer induction in the zone/ country embedding a consistent high quality approach; for new volunteers, and for staff managing volunteers	<ul style="list-style-type: none"> <li>• Number of induction sessions</li> <li>• Quality of content</li> <li>• Feedback from participants</li> <li>• Confidence in volunteers going active.</li> <li>• Volunteers and Vol. Managers' feedback</li> </ul>	Leadership Communication and Collaboration Customer Focus
Work with the national V and C team to ensure delivery of a quality volunteer experience, sharing and learning from others.	<ul style="list-style-type: none"> <li>• Evidence of collaborative working</li> <li>• Volunteer and beneficiary feedback</li> <li>• National approach to</li> </ul>	Leadership Communication and Collaboration Customer Focus

	volunteering disseminated and delivered	
Facilitate involvement of volunteers in all areas of our work to contribute to positive outcomes for people affected by stroke, linking in with the national team to ensure delivery of a quality volunteer journey.	<ul style="list-style-type: none"> <li>• No of volunteer roles; no</li> <li>• Variety of roles filled</li> <li>• Audit and satisfaction survey results</li> <li>• Volunteer and beneficiary feedback</li> </ul>	Leadership Communication and Collaboration Customer Focus
Provide leadership and oversight to our voluntary groups; and affiliated clubs, ensuring all relevant staff provide an agreed level of engagement; embedding the voluntary group framework and quality long term peer support	<ul style="list-style-type: none"> <li>• Level of group engagement,</li> <li>• Growth in capacity of groups</li> <li>• No. of SAVGs and Affiliated Clubs</li> </ul>	Leadership Communication and Collaboration
Support the HOSS in the creation, delivery and evaluation of volunteer engagement events and conferences; and support UK engagement programmes	<ul style="list-style-type: none"> <li>• Quality of agenda</li> <li>• Number and outcome of events</li> <li>• Supporter engagement</li> <li>• Participants feedback</li> </ul>	Leadership Communication and Collaboration Customer Focus Business acumen
Lead on specific projects in the zone/country/ UK; supporting and engaging with the UK Volunteering and Community Partnerships team.	<ul style="list-style-type: none"> <li>• Identify new opportunities for volunteer roles in their areas – developing and improving the experience</li> <li>• Pilot delivery and outcomes</li> <li>• Stroke Ambassador programme plan</li> </ul>	Leadership Communication and Collaboration
Work with the senior management team in the	<ul style="list-style-type: none"> <li>• Implementation of Development Plans</li> </ul>	Communication and Collaboration Business acumen

locality, to identify and develop project proposals with people affected by stroke that can be fundraised for	<ul style="list-style-type: none"> <li>• Growth of networks/Groups</li> </ul>	
Support the Head of Stroke Support to develop local partnerships, identifying opportunities for growth	<ul style="list-style-type: none"> <li>• Number of strategic and active partnerships and joint initiatives</li> </ul>	Communication and Collaboration Business acumen
Facilitate the delivery of agreed prevention, awareness, campaigning activity through our network of volunteers, voluntary groups and volunteer ambassadors	<ul style="list-style-type: none"> <li>• Actions and Implementation, Growth in activity,</li> <li>• Campaign outcomes</li> <li>• Income generated</li> </ul>	Communication and Collaboration Customer Focus Improvement and Innovation
Contribute to organisation wide quality and improvement programmes around volunteering and community development	<ul style="list-style-type: none"> <li>• Involvement and engagement with national team, implementation plan, ideas and suggestions generated,</li> </ul>	Communication and Collaboration Improvement and Innovation
Represent the Stroke Association with local forums/influencing bodies and initiatives, identifying opportunities and implementing partnerships.	<ul style="list-style-type: none"> <li>• Representation activities, New opportunities identified, Pilots/Partnerships</li> </ul>	Business acumen Improvement and Innovation, Communication and Collaboration

### Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own and your teams own performance.	<ul style="list-style-type: none"> <li>• Performance and Development Reviews are completed</li> <li>• Mandatory training.</li> <li>• Gives and responds to feedback appropriately</li> <li>• Engages fully with P&amp;DR process</li> </ul>	Leadership Improvement and Innovation
To follow the Stroke Association's policies and procedure.	<ul style="list-style-type: none"> <li>• Familiar with competency framework including values, mission and vision.</li> <li>• Accessed and read the Staff Handbook and any relevant policies and procedures to your role.</li> <li>• Willing to travel during the course of your duties with possible overnight stays away from home.</li> </ul>	Change Readiness Business Acumen
To contribute to any project work as required.	<ul style="list-style-type: none"> <li>• Deadlines are met and quality of work is met.</li> <li>• Encourages people to support the Stroke Association.</li> <li>• Participates in fundraising for the Stroke Association.</li> </ul>	Business Acumen Improvement and Innovation Communication and Collaboration Change readiness

## Person specification

Education	Essential/ Desirable
Education to degree level or equivalent or have relevant demonstrable industry experience	Essential
Willingness to undertake training and continuing professional development	Essential
Evidence of formal training or qualification in community development, volunteer management or equivalent or demonstrable equivalent professional experience.	Essential
Experience	
Experience of working as part of a diverse team and supervising others	Essential
Experience of collaborative working with health, social or voluntary sector organisations	Essential
Experience of recruiting, training and supporting staff and volunteers	Essential
Understanding and experience of health and safety compliance within volunteering or community groups	Desirable
Experience of setting up groups, events or small projects from scratch	Essential
Skills and abilities	
Excellent communication & numeracy skills, verbal and written.	Essential
Ability to quickly and easily assimilate and understand a range of routine and complex information, presented in a range of formats	Essential
Understanding of and commitment to service quality (including user involvement) and an ability to communicate this to others, and use change management skills to effect service improvements where necessary	Essential

Ability to understand and apply a values based approach and motivate and enthuse others	Essential
Ability to promote the Association in a professional manner at all times	Essential
Ability to work with and maintain relationships with people at all levels both within the region and across the Association as appropriate	Essential
Ability to work with a minimum of supervision and autonomy but have an awareness of when to share problems and seek advice	Essential
Ability to write clear and concise reports and within agreed timelines	Essential
Ability to manage own time and where appropriate the time of others effectively	Essential
Ability to use a range of IT products including databases	Essential
<b>Other requirements</b>	
Ability to demonstrate an understanding and commitment to our corporate values.	Essential
To be committed to the principles of equal opportunities and diversity.	Essential
To have an understanding of Stroke.	Essential
Knowledge of the NHS, Social Services and the voluntary sector	Desirable
A working knowledge of Health and Safety, Information Governance, Safeguarding and other statutory requirements as it applies to the role or willingness to learn and apply them	Essential
Awareness of the diversity and the needs of the communities served	Essential
Prepared to adopt a flexible approach to working patterns and arrangements	Essential
Access to a car and willing to travel across the region and country as required	Essential
Empathy with people affected by stroke	Essential

This information will be used as part of the shortlisting process.