



Temporary Deputy Manager of Co-production, Community Engagement and Volunteering

Job Description

Department: Care And Support

Reports to: Team Manager

Volunteering

- Developing and delivering training to new volunteers either in person or over zoom.
- Recruitment of new volunteers through various online and in person channels.
- Maintaining relationships with stakeholders to facilitate volunteer placements. For example, universities. This may include guest speaking at institutions when necessary, representing Outward.
- Designing and coordinating placements, including Apprenticeship placements. This involves managing expectations of services and volunteers and agreeing a framework/timetable that will work best with the service and volunteer. This may also involve weekly focus sessions, assisting volunteers in person when necessary.
- Producing and updating volunteer literature, including handbook, policies, online resources.
- Processing volunteer applications, including DBS's, references, ID cards, university/college logs during placements, exit interviews, monitoring and evaluating logs
- Monitoring and evaluation of placements
- Keeping online systems relevant and in line with the Investing in Volunteers framework
- Delivering volunteer forums and celebratory events
- Line managing the Volunteering, Coproduction and Community Engagement Officer
- Presenting updates of the service at Senior Management meetings, Manager's Forum

Community Engagement

- Working with various teams to produce podcasts, videos, literature around key topics important to Outward, and in line with the current business plan. This includes liaising between people we support, teams and external facilitators.
- Project Management and financial processing, including freelance contracts.
- Connecting services with local organisations and programmes to provide external activities
- Organising and facilitating central events, including the Summer Ball, for benefit of all people we support. This involves budgeting, planning and delivering the event.
- Maintaining strong relationships with local organisations for future projects.
- Project plan annual events such as Gardening competition and People We Support Awards

Co-Production

- Lead on Recruitment and management of the Co-production team, including the base of Quality Checkers and Co-trainers
- Oversee co-ordination of Co-training and Quality checking appointments, including allocation of staff, payment, lunch, easy read material
- Oversee the production of easy read material for benefit of central teams and the Coproduction team
- Co-facilitation of the Family Forum, including liaising with services around communication and attendance lists
- Work with quality to co-ordinate and analyse people we support satisfaction survey

Staff management

- Carry out recorded and timely supervision, probations, inductions or appraisal for staff as directed by area manager
Provide a robust induction to new managers to include regular 1:1 mentoring and coaching .
- Follow induction procedure setting and reporting on objectives.
Work in partnership with HR to ensure vacant posts are recruited to in a timely, cost effective way.
- Ensure systems are in place to involve customers in a meaningful way in the selection and recruitment of staff.
Work with the training manager to agree an annual training /skills development programme.

Service Delivery

- Ensure customers are involved in decisions and service delivery. .
- Work with quality team to agree quality monitoring data for each service.
- Ensure all staff understand the processes in place for recording and monitoring quality and performance
- Support the efficient and appropriate use of iplanit support planning database by :
- Work with the recruitment and training departments to ensure new staff and existing staff have the skills and knowledge required to key work and report.
- Produce accurate and timely reports for senior, executive and board meetings as requested.
- Provide direct and in-direct support to people we support where required

Additional Responsibilities

- To support new services set up and delivered by outward, liaising with existing staff teams and setting performance targets as required.
- To participate in the tendering process for new business and for existing contracts. This may include: producing reports and gathering performance data in a timely way.
- To work in a co—operative way at all times with other departments and external agencies
- To act as an ambassador for Outward at all times.
- To treat people we support with dignity and respect at all times putting their needs at the forefront of all decision making.
- Follow the code of conduct at all times.
- Read and follow policies' and procedures
- Take personal responsibility for the safety of self and others at all times.
- To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information.
To comply with all legal and regulatory responsibilities
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
- Responsible for informing line manager where there is a health and safety concern.
- To take all possible measures to keep people we support safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
To be accountable in managing the end to end incident/accident/safeguarding process.
- Any other additional responsibilities.
- This job description is not an exhaustive list and to understand any other duties as directed by your line manager within the confines of the role.

Our values

Engaging

We act responsibly

<i>We listen to what people say, we involve people, we are honest and open</i>	We appreciate and respect individuals We are welcoming and inclusive
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
Safeguarding statement	
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.	