

**JOB DESCRIPTION**

**Job Title:** Project Manager – Lles Community Support

**Responsible to:** Service Manager

**Based**

* Predominantly Home or our llantwit Major office
* Working across the Vale of Glamorgan

**Hours of Work: 35hours -** flexible to accommodate some evening & weekends

**Main Purpose of the Job -** **Deliver a volunteer-based shopping service**

To develop, set up and pilot the Lles Community Support Service in the Vale of Glamorgan. The main purpose of the project is to develop a paid for shopping service delivered by volunteers to the homes of older people, with the additional benefits:

* Social contact once or twice a week.
* Information on other services that Age Connects, and others provide.
* Freeing up quality time, for example for visiting family members
* Creating opportunities to engage in support networks
* Shopping for food and other essentials
* Mutual support in the community
* Raise money to sustain the service beyond the start-up phase

**Specific Objectives of the post**

The project pilot will run for 12 months in 3 phases, as follows: -

Phase 1: Preparation.  Target - 3 months

* Review the business plan & project proposal along with other volunteer shopping services & adopt any learnings identified.
* Develop the initial operational plan and procedures.
* Develop a “pitch” for the supermarkets - approach & get one on board.
* Develop and implement a volunteer recruitment plan and start to recruit the first of the volunteers to deliver the project.
* Develop and implement a client recruitment plan and start to recruit the first of the clients.
* Once the above is in place, launch the service at a small scale with the volunteers and clients recruited so far.

Phase 2:  Pilot phase - 6 months

* Run the service for 6 months & develop the procedures further
* Continue to recruit & develop further volunteers to grow the service (This will include Telephone & admin, shoppers, drivers, and lead volunteers). Note: Those who visit clients, will need to be trained on the other objectives of this project beyond just delivering shopping.
* Continue to recruit clients. We would love to get to 100 clients in a year, but recognise this might take longer, but will hopefully be on a path towards 100.
* Explore ways for the service to continue either as part of the charities existing volunteer programme structure or as a standalone project

Phase 3:  Handover \_- 3 months

* Review the Service - confirm it will it be sustainable through self-financing or alternative sources of finance.
  + develop a plan to continue the service if it has been a success
  + or an exit plan if the service pilot has not proved to be a success.

**Knowledge & Experience**

The Project Manager will:

* require experience of project planning or setting up a service from scratch.
* require experience of managing or supervising activities and / or people.
* be comfortable with public speaking and delivering presentations and training.
* be competent in the use of computers & databases specifically Office 365.

**Communications & Relationships**

The Project Manager will:

* ensure appropriate procedures are in place for the clients using the service.
* ensure volunteers are equipped with skills & knowledge to respond to queries.
* promote volunteering, developing recruitment campaigns & training sessions.
* communicate policies & procedures to volunteers and keeping in regular contact.
* build good relationship with local supermarkets, businesses, community groups
* build effective relationships with potential referrers so that the service can identify individuals who would benefit from its support.

**Co-ordination**

The Project Manager will work independently using their own initiative to:

* Establish the procedures and policies needed.
* Recruit manage & train the large team of volunteers providing the service.

**Policy & Service Development**

The Project Manager will:

* Help develop & implement the charities volunteer strategy, policies & procedures.
* investigate the use of Time Bank as a method of attracting & retaining volunteers.

**Finance & physical resources**

The Project Manager is responsible for:

* the safe handling of money and payments.
* producing monthly income and expenditure sheets.
* managing a small budget for volunteer recruitment & training.
* supporting fundraising activities & encouraging volunteers to become involved.
* equipment and resources used in carrying out the role.

**Supervision**

The Project Manager is responsible for:

* supervising a large number of volunteers & coordinating their work
* assessing the suitability & risk assessing the placement of volunteers.
* ensuring that volunteers work within Age Connects policies & procedures.

**Independent Action**

The Project Manager will:

* work independently & on their own initiative with support from the Service Manager when required.
* be responsible for collecting & analyzing data for the project & writing reports.

**Other Duties**

* The post holder is responsible for ensuring that all work is consistent with the policy, procedures and direction of Age Connects Cardiff & the Vale. The post holder may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.
* In addition, co-operation is required in order to achieve a healthy and safe workplace, and the post holder has a responsibility to do everything they can to prevent injury to themselves and their fellow employees and others affected by their actions or omissions at work.

**Job Holder\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Line Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**