

Project Manager – Volunteer Visitor Programme

13 October 2020

Welcome from the CEO

I am delighted that you are interested in working for the Limbless Association. This is a fantastic opportunity for the right person to make a positive impact on our members.

The Limbless Association (LA) exists to help all amputees across the UK with practical and emotional support, both pre- and post-amputation. The charity's vision is of a world where amputees of all ages are not disadvantaged by their disability but are able to achieve rehabilitation and independence in hospital, home, education, employment and the community. Our mission is to support and empower all amputees to lead independent and fulfilled lives.

We are a small, supportive team who work closely together, despite being a National Charity and based across the UK.

We are excited to announce that we have been successful in winning funding from the National Lottery Community Fund to update and improve our Volunteer Visitor project. This user led project builds on the LA's longstanding peer mentoring service that's been operating for over 20 years and key activities will include:

- Developing and delivering the LA's peer support project Volunteer Visitor.
- Developing and delivering a robust peer support service model for amputees.
- Creating a comprehensive training and support programme to the LA's Volunteer Visitors.
- Increasing and expanding our Volunteer Visitor network.
- Increasing awareness of the programme, particularly among sector medical and rehabilitation stakeholders.
- Developing the reach of the service on a national scale to enable the LA to support more amputees to navigate the day to day challenges of limb loss.
- Providing connectivity and peer- learning opportunities.
- To provide skills building and connectivity for amputees who become Volunteer Visitors as a means to transition in their own onward rehabilitation.
- Embedding a comprehensive evaluation process from the outset.

Due to the pandemic, we are looking at how we deliver all our services virtually for the foreseeable future.

If you are passionate about working for an organisation that provides support to people who need it most and you thrive on your work making a direct difference then I really look forward to hearing from you.

Deborah Bent

CEO

13 October 2020

ABOUT THE LIMBLESS ASSOCIATION

The Limbless Association is a long-standing charity based in Chelmsford, Essex, which through its stakeholder networks extends its reach as an organisation operating and connecting nationally. The LA aims to support amputees, whatever their non-medical needs, from the point of consultation and preoperative assessment through to post-operative recovery and rehabilitation. Our core services include a dedicated support line, direct access to welfare rights and legal advice, peer to peer support through our membership, fitness advice and links to local services.

The LA's two key projects are the Support and Connect Hub outreach programme and Volunteer Visitors (peer mentors). The loss of a limb or limbs, through accident or illness is a devastating and life changing experience that affects the individual and their families. Consequently, issues can be multiple, complex and severe. Here at the LA we champion lives without barriers and believe that all amputees should have unparalleled support to lead independent and fulfilled lives.

Our key message is that *No Amputee Need Cope Alone*.

Here are some of the services we provide and consider them imperative as an early intervention. These services focus on four core strands of work; Informing, Advising, Supporting and Connecting.

Information and signposting for people living with limb loss and their families.

This is delivered through our dedicated helpdesk and outreach including our activities. Our help desks enable amputees to receive information and advice about a variety of subjects including (but not limited to) welfare rights, the rehabilitation pathway, housing, mobility as well as the practical and emotional challenges of how to cope with life beyond limb loss.

Volunteer Visitor Programme

The programme provides recent amputees and those pre-amputation the opportunity to chat and be supported by another, more experienced amputee. Our peer to peer mentoring support programme ensures that recent amputees can receive practical advice and information relating to limb loss from someone with lived experience who can understand the difficulties they are facing.

Support and Connect Hubs

Our Hubs meet monthly and provide amputees with the opportunity to meet with other amputees, to share their experiences and access a therapeutic activity such as accessible yoga. It provides a group peer support setting for those who are ready to move beyond peer mentoring – one to one support.

JOB DESCRIPTION

Salary:	Circa £30k per annum pro rata depending on experience.
Hours:	28 hours a week
Days:	Days to be agreed (Requirement for flexibility to work weekends and out of hours, for which there will be no payment, however, a time off in lieu policy is in operation).
Type of contract:	Fixed term contract until 31 March 2023
Reporting to:	CEO
Holiday entitlement:	25 days leave plus 8 bank holidays pro-rata.
Place of work:	Homeworking with some travel within the UK according to the needs of the role, including to Chelmsford as the main meeting location for the LA team.

To have overall responsibility for developing, delivering and managing the Volunteer Visitor Project. This will include day to day planning, development, management and delivery of services and supervising the project team.

MAIN DUTIES

- Lead on the development and implementation of a project plan for the Volunteer Visitors programme that delivers the defined outcomes of the project
- To have responsibility for the financial and risk management of the £367K project budget working collaboratively with the CEO and Finance and Operations Manager
- To lead on the development and delivery of a robust and credible peer support service model
- Supervise and develop the project team to deliver the Volunteer Visitors Project to deliver the specified activities within the deadlines agreed
- Lead on the marketing strategy to maximise awareness and participation
- Lead on the development of a training and support programme for project volunteers
- Leading on policies and implementation for the service acting as Health and Safety and Safeguarding lead.
- Devise, implement and embed a robust monitoring and evaluation process.
- Identifying and supporting respective accreditation opportunities
- Ensure that the project is user led and supported by the recruitment of a multi-stakeholder project Steering Group.
- Be responsible for project reporting across activities, financial and activities, and respective outcomes.
- Build relationships with key stakeholders to ensure maximum buy-in.
- Such other duties at a comparable level of responsibility as determined by the CEO.

General

In addition to the specific duties and responsibilities outlined in this job description, Limbless Association employees should be aware of their specific responsibilities towards the following:

- Follow all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- Limbless Association is committed to encouraging volunteering throughout the organisation and as such the postholder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Limbless Association.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

The LA is a small national charity with significant aspirations and plans to grow. We currently operate as a small team whereby any team member who shares our vision will be offered the support and scope to develop within their role and be encouraged to grow with the charity to take advantage of further opportunities as they arise.

Person Specification

Job Title: Project Manager

Criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none"> - Minimum of three years' experience in a project management role - Experience of working in the Voluntary Sector - Experience of monitoring and evaluating projects - Experience of setting and managing budgets and delivering against targets and deadlines - Experience engaging with a wide variety of stakeholders - Experience of co-ordinating the work of volunteers - Experience of working with patients who have experienced trauma and/or long-term health conditions - Experience of/involvement in supporting an organisation to achieve sector accreditations 	<ul style="list-style-type: none"> - Client support experience in a healthcare setting and experience/understanding of the early rehabilitation pathway. - Experience of managing or supporting in a peer to peer setting - Experience of amputees and related issues - Experience of managing and developing a remote team - Experience of leading and managing service user led projects including budget setting, analysing and evaluating data, and meeting strict deadlines and targets in the voluntary sector 	Application Interview References
Qualifications & training	<ul style="list-style-type: none"> - Educated to GCSE standard or equivalent with a good pass in English and Maths. 	<ul style="list-style-type: none"> - A Project Management Qualification - Recruiting, managing and retaining volunteers training 	Application/ Certificate of qualification Test (as applicable)

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Commented [DB2]: Add: Experience or understanding of the early rehabilitation pathway

Commented [DB3]: I think this should be a desirable. As an essential could we state: Experience of working with patients having experienced trauma and/or long term health conditions.

Skills & abilities	<ul style="list-style-type: none"> - Excellent communications and presentation skills - Ability to build and motivate a remote team - Excellent written and spoken English - Good organisational and time management skills with a systematic approach - Excellent facilitation, influencing and negotiation skills - Able to build and maintain productive and professional positive working relationships with all stakeholder groups - Able to prioritise, plan and organise own workload - Able to work to targets, plans and budgets - Excellent IT skills, in particular: Microsoft word, excel and outlook 	<ul style="list-style-type: none"> - Excellent interpersonal and networking skills - Able to think creatively and develop new approaches - Understanding of health and social care related issues - Able to work to targets, plans and budgets 	Application Interview Presentation References
Knowledge	<ul style="list-style-type: none"> - Recent knowledge of evaluation and monitoring - Knowledge of and practical application of marketing principles - Awareness of how to motivate and support volunteers, supporters etc - Understanding of the early rehabilitation pathway. 	<ul style="list-style-type: none"> - Understanding of HR policies and procedures - Knowledge and understanding of the limb loss sector and the challenges of being an amputee 	Application/ Interview/ Presentation
Personal Qualities	<ul style="list-style-type: none"> - Commitment to self-development and willingness to undertake training (CPD) - Self-motivated - Creative and resourceful - Strategic thinker - Enthusiastic - Team player - Tenacious - Adaptable and flexible 		Interview References

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	<ul style="list-style-type: none"> - Comfortable with change - Calm and unflappable - Sensitive and empathetic - Diplomatic and professional - Ability to relate positively to people of different cultures, backgrounds and experiences 		
Other requirements	<ul style="list-style-type: none"> - Access to transport and able to travel extensively across the UK as required - Satisfactory enhanced DBS check required - Adaptable and flexible - Willing to work unsocial hours if necessary (TOIL policy) - As we are a national charity, the postholder will be required to attend events and meetings across the UK where overnight stays will occasionally be required. 		Application References

Recruitment timetable

Activity	Date
Closing date for applications	6 November 2020 at midnight
Final interviews	w/c 16 November 2020
Start date	To be negotiated, but ideally ASAP

How to apply

Should you have any queries or wish to have an informal discussion about this role, please contact deborah@limbless-association.org quoting Project Manager.

If you believe you have all the essential criteria required and wish to apply for this role, please complete our **application form** which should clearly explain how your experience and skills fulfil the essential requirements of the person specification.



Please address all the essential criteria identified in the person specification in your application.

You should give the names, positions, organisations and contact details of at least two referees, one of whom should be your current/most recent employer. Referees will not be contacted without your prior approval.

Applications should be returned by email to hr@limbless-association.org (quoting "Project Manager application" in the subject heading).