



Volunteer Centre Sutton
Market House, 216-220 High Street
Sutton
Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

06th July 2022

Dear Applicant

RE: Position as Community Health Support

Thank you for your interest in the above post. Please find within:

1. Guidance Notes
2. How to Apply
3. Job Description
4. Person Specification
5. Volunteer Centre Sutton Background Information

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Sunday 31st July 2022**. If you have not heard from us by 14th August 2022, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement, together with a covering letter confirming that you have also completed our online Equality & Diversity monitoring form.

Yours faithfully,

Anita Maullin

Chief Executive



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978



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1. GUIDANCE NOTES

Please read these guidance notes before submitting your application.

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

Job Description

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

Person Specification

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

Equality & Diversity Monitoring

This form is used to assess whether our advertising is reaching all sections of the community. It plays no part in the recruitment process. The monitoring form is anonymous and is separated from your application on arrival at the Centre. We would be grateful if you could complete this form online and return it with your CV and supporting statement. You can find it [here](#).

You can read our Equality, Diversity & Inclusion Statement on our website [here](#).





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2. HOW TO APPLY

Your application should comprise:

- **A mandatory supporting statement of no more than 600 words.**
This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement and relate your skills, knowledge and experience to the Person Specification criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.
 - **A full CV**
Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.
 - **A covering letter including the details of two referees, one of which should be your current employer.**
As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.
- NB:**
- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
 - Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

Applications should be emailed to Anita Maullin at anitamaullin@vcsutton.org.uk, Volunteer Centre Sutton, 216-220 High Street, Sutton SM11NU

THE DEADLINE FOR APPLICATIONS is midnight Sunday 31st July 2022



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Job Title	Community Health Support	Hours	18 hours Per Week For 12 months initially – subject to funding
Salary	£25,419 to £26,470 plus 3% pension Pro rata (including Outer London Weighting)	Location	216-220 High Street Sutton, SM11NU Part home-based option available

Reports to	Community Support Manager
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Main Purpose and Scope of the Job	The post holder will support with recruitment and delivery of volunteers around aims to improve health and wellbeing across Sutton. They will work closely with local Health and CCG teams, plus our internal brokerage team to deliver, recruit and support volunteers for specified locations and roles.
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The main duties of the post are to:	
•	<p>Support Recruitment and Development of Health Volunteers</p> <ul style="list-style-type: none"> ■ Working with Health and CCG identify and agree roles for recruitment ■ Support the promotion of the various health and Integrated Care stakeholders across Sutton ■ Provide flexible coordination when required at agreed locations to ensure the smooth delivery of volunteers ■ Manage the day to day duties, including induction and ongoing support of volunteers if required ■ Resolve issues and escalate if required ■ Receive phone calls and ensure all requests are recorded and suitably triaged. ■ Promote good customer service and best practice with all volunteers, patients and staff.
•	<p>Volunteer Administration</p> <ul style="list-style-type: none"> ■ Ensure volunteers are registered and followed up with, including all agreed checks.





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	<ul style="list-style-type: none"> ■ Collect monitoring data to inform performance. ■ Work in partnership with the CEO and Community Support Manager to effectively coordinate volunteers around the Health and CCG teams. ■ Record and analyse data when required for senior management to ensure effective volunteer programmes and identify any gaps in advance of issues.
3	<p>Marketing and Events</p> <ul style="list-style-type: none"> ■ Support the recruitment of volunteers for outreach and community ■ Coordinate rosters and delivery for community support and health events ■ Working with the Marketing and Media officer, utilise social media and other areas to grow and promote this area ■ Develop and Support key Volunteer Centre Sutton Events including Volunteers week, Fairs, Trustees week as required.

Other duties of the post are:	
•	<p>Vision and Mission.</p> <ul style="list-style-type: none"> ■ Embrace the spirit of Volunteer Centre Sutton’s Vision to ‘To Inspire Community’ ■ Support the delivery of our mission ‘To release the inherent value held within communities by inspiring volunteering’ ■ Be responsible for the development and constant updating of your own personal work plan, linked to Volunteer Centre Sutton’s delivery plan, in agreement with your line manager
•	<p>Administration, Monitoring and Evaluation.</p> <ul style="list-style-type: none"> ■ Be responsible for the timeliness of updating all administration and all records relating to your role. ■ Ensure the accurate recording of all activity undertaken. ■ Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service.
•	<p>Staff Training & Meetings.</p> <ul style="list-style-type: none"> ■ Attend appropriate training and staff meetings as required. ■ To be personally responsible for all personal professional development
•	<p>Supervision & Appraisal.</p> <ul style="list-style-type: none"> ■ Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.





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	<ul style="list-style-type: none"> ■ Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton’s activities and events.
•	<p>Teamwork.</p> <ul style="list-style-type: none"> ■ Work as part of the Volunteer Centre Sutton’s team, positively contributing to the Covid response group and Volunteer Centre Sutton life.
•	<p>Equality & Diversity.</p> <ul style="list-style-type: none"> ■ Work within Volunteer Centre Sutton’s Equality & Diversity Policy at all times, promoting anti-discriminatory practice across the whole organisation.
•	<p>Other Duties.</p> <ul style="list-style-type: none"> ■ Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.

Please Note: Duties outlined in this Job Description may be reviewed and amended from time to time in consultation with post holder

Person Specification



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Criteria	Essential	Desirable
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases	
	Experience recruiting and working directly with volunteers	Knowledge of management of health volunteers creating virtual and short term roles for volunteers
	Knowledge of community organising and or experience with managing groups	
	Knowledge of either health or the voluntary sectors	Keen to support the development of new services across community and organisations
	Experience of supporting the development of resources, tools and information packs	
	Experience of utilising social media and marketing to promote services	
	A confident networker with confidence in public speaking in small /large group settings	
Skills and Personal Attributes	Have a positive and enabling attitude towards the redesigning of new services to benefit the community	
	Strong organisational, co-ordination skills with experience with data and IT systems	Expertise in data management skills and a high attention to detail, required to collate and analyse
	Good team player	Full, clean driving license and access to a vehicle
	Knowledge and understanding of boundaries of strict confidentiality	
Other job related requirements	Ability to work flexibly and out of hours, including potentially weekends	



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5. VOLUNTEER CENTRE SUTTON BACKGROUND INFORMATION

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 High Street, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: vcsutton@vcsutton.org.uk

Legal Status

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity No. 1048978 and Company Limited by Guarantee No. 3088644 in 1995. In 2019 Volunteer Centre Sutton became a **Charitable Incorporated Organisation (CIO)**.

Volunteer Centre Activities

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 1500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

1) **Brokerage** – We offer a signposting and matching service for volunteers and Voluntary Community Organisations (VCOs) with information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.

2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's with tools and guidance, national updates to achieve 'Investing in Volunteers' and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.

3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions,





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supervision structures and full cost recovery models associated with managing and coordinating volunteers.

4) Policy Response and Campaigning - We are the voice of volunteers locally; we respond to issues that are effecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

5) Strategic Development of Volunteering - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

6) Volunteer led programmes we deliver-

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Sutton Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Other programmes such as those delivered supporting with youth participation, community spaces ecological groups and integration for newly arrived communities such as Integrating Sutton. Take a look at our website for further details.**

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO). We also hold specific quality frame marks consistent to our delivery programmes such as Project Oracle and Children's Advocacy quality framework.



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Partners and Networks

VCS networks with a wide range of voluntary, statutory, and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Community Action Sutton, Young Sutton and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Senior Operational group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and London Plus, part of the GLA (Greater London Authority).



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