

Lancashire County Council Combined Role Profile

Grade Profile - Grade 6 – Support Roles

Applies to **all** posts at Grade 6

Purpose

To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.

Scope of Work

Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- The allocation of work to a small group or team; or
- Accounting for expenditure from agreed budgets; or
- Overseeing the administration of support systems and processes; or
- Undertaking specialised service support activities; or
- Providing service and situation specific advice and guidance; or
- Using specialised equipment.

Skills, knowledge and experience

- Extended experience or the ability to demonstrate the competence to undertake the role.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, or equivalent where applicable.
- Working knowledge of the practices, processes and procedures relevant to the role.
- Developed skills appropriate to the job discipline.

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of work to required standards, deadlines and timescales.

Lancashire County Council

Operational Context Form

Post title: Volunteer Service Officer					
Directorate: Lancashire Volunteer Partnership			Location:	Chorley	
Establishment or team:		Lancashire Volunteer Partnership		Post number:	S46400015010
Grade:	Grade 6	Staff responsibility:	No	Essential Car user:	Yes

Scope of Work – appropriate for this post:

To identify, recruit, task and support volunteers, matching the skills, abilities and interests of the volunteers with the needs of the individual/services/project(s) across the Partnership

To provide support to vulnerable individuals in the community by matching them with a community support volunteer

To work within the ethos and values of the service which provides high quality supports that afford people dignity and respect in accordance with the principles of person centred practice.

To work within local communities

To work within a multi-agency team which forms Lancashire Volunteer Partnership

To undertake PR/Marketing to raise the awareness of volunteering and recruit volunteers for specific services

Accountabilities/Responsibilities – appropriate for this post:

To provide advice and guidance and support to others in relation to volunteering

To maintain appropriate ICT systems including Better Impact and Liquid Logic to the required standard.

To recruit, register, task and support volunteers for a wide range of public services including community support (befriending), libraries, older people service etc.

To manage a working caseload including matching volunteers with vulnerability to reduce social isolation and encourage community inclusion.

To be able to use practical and procedural knowledge to solve problems

Monitor and approve expenses in line with procedures under the direction of line manager.

To contribute to specific projects in line with service development

To be involved in the marketing of the service both internally and externally within an agreed marketing and communication strategy.

To deliver training packages as required to volunteers e.g induction, support with e-learning etc.

Additional Supporting Information – specific to this post:

Agile Working

To work outside normal office working hours as required according to the needs of the service

To wear a Lancashire Volunteer Partnership Uniform (this will be provided free of charge)

Drive independently across Lancashire

To be visible both on-line and face to face in terms of raising awareness of LVP and volunteering.

Prepared by: J Latham

Date: November 2021

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Volunteer Service	Grade: Grade 6	
Directorate: Lancashire County Council	Post number: S46400015003	
Establishment or team: Lancashire Volunteer Partnership		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
4 GCSE's or equivalent including Maths and English	E	AF
NVQ level 3 in Advice and Guidance or equivalent in an appropriate subject relevant to the service or with an understanding you will undertake within 12 months.	D	AF
Experience		
Experience of working with and supporting vulnerable individuals within community settings	E	AF/I
Experience of assessing people's skills and abilities and matching them with potential clients	E	AF/I
Experience of working with a variety of stakeholders across Public Sector and Voluntary Organisations	E	AF/I
Experience of delivering presentations and training to a variety of audiences	E	AF/I
Experience of working together with Marketing/Public Relations in the recruitment of volunteers	E	AF/I
Experience of updating, maintaining and producing statistical reports using ICT packages including databases	E	AF/I
Knowledge and skills		
Ability to provide a customer focussed service, to both internal and external customers	E	AF/I
Ability to work under pressure within tight deadlines and to be able to prioritise conflicting demands	E	AF/I
Ability to value diversity and work across cultures	E	AF/I
Ability to negotiate and deal with challenging situations as they arise	E	AF/I
Ability to communicate effectively both verbally and in writing at all levels	E	AF/I
Ability to work as part of a team or on own initiative	E	AF/I
Knowledge of Lancashire Volunteer Partnership	D	
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Agile working	E	I
4. Essential Car user post	E	AF/I
5. Work patterns to meet service requirements (evening and weekend working will be required occasionally)	E	I

6. Commitment to employee competencies	E	I
7. To attend training as required	E	I
8. To wear a Lancashire Volunteer Partnership uniform (provided free of charge)	E	
9. To be visible both on-line and face to face in terms of raising awareness of LVP and volunteering.	E	I
<p>*Delete/amend as applicable *This is an essential car user post. However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.</p>		

Date:
 November
 2021

Note: We will always consider your references before confirming a job offer in writing.

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Lancashire Volunteer Partnership
Post title	Volunteer Service
Description of main activities the employee will be required to undertake (or attach role profile) As Grade Profile 6 and Job Description	
Form completed by: (print name) J Latham - LVP Manager	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	Working in isolation/lone working.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

n/a

Head of Service/Headteacher/Line Manager (please print)		J Latham	
Telephone Number:	01772 530 617	Date:	November 2021

V1.3

22/09/2010