

Job Description

Compassion Support Manager

Role: Compassion Support Manager

Organisation: Vineyard Compassion

Location: Hope Centre (Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

Line Manager: Compassion Support & Safeguarding Lead

Hours of Work: Full Time (Part-time considered. Occasional evening work on rota basis)

Salary: £24,000 - £27,000 per annum (depending on qualifications, experience & desirable criteria)

Pension: A generous employers pension contribution of 5.5% is included with this role

Sick pay: Company sick pay policy is included

Holiday allowance: 31 days per calendar year including bank holidays

Length of employment: Permanent

Final application date: Mon 13th June at 12noon

Interview dates: Fri 17th June (& week starting Mon 20th June)

Likely start date: ASAP

About Vineyard Compassion

Vineyard Compassion provides people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed and thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion, a charity birthed out of Causeway Coast Vineyard Church with a Christian ethos and values, is first and foremost a volunteer organisation with (paid) staff coordinating the projects and releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work. For more information, please visit our website www.vineyardcompassion.co.uk.

Job Summary

To develop, co-ordinate, and manage staff and service delivery that offer practical help and emotional support to vulnerable individuals and families in the community who are experiencing a range of complex needs. This is implemented through the values of HOPE, WORTH, RELATIONSHIP, HOLISTIC (SUPPORT), EMPOWERMENT in line with Vineyard Compassion's vision.

The post holder will carry responsibility for the development and oversight of Compassion Support services such as The Open Door (drop-in & mobile) while also managing a number of staff (Compassion Support Workers) who deliver these services. This person will be influential in working with others in one to one and group work both at a client level and at a supervisory level providing support, structure, and development to

staff and volunteers. The role will require a high commitment to safeguarding and reflective practice.

Key Oversight Areas

1. The Open Door drop-in environment (including Mobile Open Door)
2. Compassion Support (tailored person-centred support for individuals)
3. Management of staff - Compassion Support Workers
4. Volunteer Team

Together with the Compassion Support & Safeguarding Lead:

5. Safeguarding (children & adults) including role as Designated Safeguarding Officer

As the Compassion Support Manager your duties will include:

Initiation and Development

1. Implementing and developing a strategic service structure to support the needs of people experiencing difficulties in the surrounding community.
2. Implementing and developing a method of assessment of client needs and the formulation of individual support plans to support individuals experiencing a range of complex emotional and practical difficulties.
3. To support the development and continued effective use of 'Compass' (Online Client Database) for best practice in recording for a person-centred approach between multiple projects including recording outcomes, capturing impact and service evaluation.

Management and Training of Staff & Volunteers

1. To lead, line manage and support the development of a small team of staff, implementing organisational culture, values, and requirements in fulfilling these roles.
2. To identify and develop collaboratively with others, through training, equipping and supervision of volunteers to support the continued growth and delivery of Compassion Support and associated Projects.
3. To manage the delivery and development and support the promotion of Open Door and Mobile Open Door Projects.

Intervention / Implementation

1. To deliver a person-centred approach to care, and personally provide a higher level of intervention and support to clients with more complex circumstances.
2. To operate as part of the Designated Safeguarding Officer team, and support the delivery of sensitive, relational, and effective safeguarding practice for both children and adults in line with legislation, regional and organisational frameworks.
3. To apply relevant knowledge, skills and experience to effective person centred and interpersonal working that supports others on a journey of growth and change using appropriate methods of intervention.

4. Development of a model to identify, plan, review, evaluate and channel clients into projects as appropriate to individual identified need, to promote growth and positive change.
5. To improve clients coping mechanisms and to develop their support networks to sustain positive change.
6. To understand clients' life experiences and life choices, and provide emotional support to empower and motivate change, growth, and opportunity.

Liaising with other service providers both Statutory, Voluntary and Community

1. To develop relationships across the range of agencies, liaising and advocating as required for individuals across the 3 sectors.

Pastoral Responsibilities

1. Pray with and lead others into a personal relationship with Jesus
2. Pray with staff and others who request it
3. Signpost others to appropriate pastoral / spiritual help within the church
4. Willingness and ability to communicate their own story of their faith journey
5. Positively promote the Christian faith in line with the objectives of Vineyard Compassion (& Causeway Coast Vineyard)

Culture

1. Will clearly live out, embrace, and impart the culture of Vineyard Compassion (& Causeway Coast Vineyard church) through being Relational, Intentional, Missional and Supernatural.
2. Clearly demonstrate a heart and passion for the charity.
3. Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other Duties

This job description is a broad picture of the post at the date of preparation. It is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. It is not an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position and it is recognised that jobs change and evolve over time. Consequently, the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Personnel specification

| | Essential | Desirable |
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| Qualifications | Full driving licence & own transport *5 GCSE's or equivalent qualification with extensive experience as outlined in Experience. | A recognised Professional Qualification in one of the health and social care disciplines. A relevant qualification in addictions and/or mental health |



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| | | <p>Level 3 Safeguarding Qualification as Designated Safeguarding Officer as per regional frameworks (SBNI, NIASP)</p> <p>Driving License with C1 classification (to drive Mobile Open Door van).</p> |
| Experience | <p>Extensive experience of in providing direct work in a Person-Centred ethos in a setting with vulnerable people in a poverty / disadvantaged / crisis context. (If not in a poverty context, must be able to demonstrate applied transferable knowledge, skills and insight).</p> <p>Experience in management of staff and/or volunteers</p> <p>Experience & working knowledge of Safeguarding practice</p> <p>Proven experience of multi-agency and partnership working.</p> <p>Proven experience of working collaboratively as team,</p> | <p>3 years' experience of direct work in the last 5 yrs</p> <p>2 years' experience in a team leader/project management/lead role</p> <p>Experience of operating at a Designated Safeguarding Officer level.</p> <p>Experience in providing advice and direction for staff/volunteers regarding safeguarding and protection of 'risk of harm' and 'in need of protection' be that for children and/or adults.</p> <p>Experience and application of Regional Policy and Procedure implementing this with professional standards</p> <p>Experience of motivational work with one to one/group work</p> <p>Experience of coordinating project(s) to meet community need.</p> <p>Experience of evaluating projects and services and reporting on outcomes achieved.</p> <p>Experience of recruiting, training, and supervising volunteers</p> |
| Knowledge and Skills | <p>Knowledge of a range of social issues (poverty) and how these impact the individual, family and community, with skill in supporting and empowering individuals</p> <p>An understanding of crises and risk and how to de-escalate and implement appropriate safeguards.</p> <p>Reflective practitioner, valuing continuous learning and development and the ability to support this in others.</p> <p>Ability to use own initiative, work individually and as part of a team with staff and volunteers.</p> | <p>Understanding of systems/process/outcomes and how to maintain, develop and implement them.</p> <p>Ability to lead groups, supervise and deliver services through volunteers.</p> |



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| | <p>Planning and organisational skills.</p> <p>Good IT and admin skills (competent in MS Office etc)</p> | |
| Personal | <p>Enjoys a dynamic and changing environment</p> <p>Responsive to correction and direction</p> <p>Empathic, self/ others aware, with a high level of emotional intelligence and interpersonal skills.</p> <p>Aware of how they influence others and how to foster healthy team dynamics in order to be a relational fit within the team, particularly with those they will be working closely with.</p> <p>Will have a clear awareness of their strengths and applying them in a team context</p> | |
| Christian Commitment | <p>The candidate must be a Christian - demonstrated by their love for God, intentionality in developing their character to be more like Jesus; they must love the church and be committed to our mission here at Vineyard Compassion (& Causeway Coast Vineyard church).</p> <p>Be able to give both verbal assent to and practical demonstration of agreement with Vineyard Churches UK & Ireland Statement of Faith as well as Vineyard Compassion's Ethos and Values Statement.</p> <p>Be able to actively participate in prayer and worship, whether individual, small group or corporate, as an expression of own personal faith and in line with VCUKI Statement of Faith.</p> | <p>Our desire would be that the successful candidate would be committed to Causeway Coast Vineyard church (as an existing member or willing to join)</p> |
| Special Circumstances | <p>A flexible approach to working hours (including evenings when required & emergency situations), and the range of duties this role can involve.</p> | |
| Physical requirements | <p>Good general health to meet the demands of the post.</p> | |

Additional Information

For this role, we recruit for character, competence, chemistry, and culture.

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk

Please return completed typed application forms by 12noon on Monday 13th June to:

Email: james@causewaycoastvineyard.com

Post: James Johnston, Compliance and Resources Director, Causeway Coast Vineyard,
10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

* Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. The selection criteria may be enhanced at the shortlisting stage if a high volume of candidates meet the current essential criteria. Appointments are subject to verification of appropriate qualifications and vetting clearance.