

Compassion Support Manager

Job Description - June 2025

Role: Compassion Support Manager

Organisation: Vineyard Compassion

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

Line Manager: Compassion Support & Safeguarding Lead

Hours of Work: 35hrs/wk - Mon-Fri 9am-5pm (occasional evening work on rota basis)

Salary: £27,000 - £28,325 pa (depending on qualifications, experience & desirable criteria)

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

Holiday allowance: 31 days per year including bank holidays

Length of employment: Permanent

Sick pay: Company sick pay policy is included

Start date: ASAP

** Please note this role is "Regulated Activity", and as such will require an Enhanced with Barred List Check with Access NI. See further information at the end of the document.*

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.

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 info, please visit our website www.vineyardcompassion.co.uk.

Job Summary

To lead, develop, and manage staff and service delivery that offers 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) and EMPOWERMENT in line with Vineyard Compassion's vision.

The post holder will carry responsibility for the vision, leadership, delivery and development of the Open Door project and wider Compassion Support Services (person centred support). This includes oversight of Follow Up Calls, Reset Support, Compassion Support on Call etc. You will bring a critical thinking aspect to the role in evaluation and service improvement to positively influence the client journey. The role will require both leadership and collaborative working with other project areas, e.g., Foodbank, Provisions, RESET Social Supermarket, benefits advice etc. this will facilitate the interconnectedness of a high-quality VC value driven experience. In a climate of change, you will bring a stability and strength that facilitates smooth transition within the team. This will include supporting team to develop competency in an outcomes and value-based approach in working with people and demonstrating impact.

The Compassion Support Manager will deliver services and hold line management responsibility for a small team of Compassion Support Workers (CSWs). The role will provide support, advice and direction to CSW's seeking clarity on case difficulties to understand, analyse and together with staff plan a way forward with complex situations. This role will require monthly reflective supervision of staff using organisational frameworks that promotes staff growth and development.

The post holder will be skilled in working well with others in one to one and group work, both at a client, staff and volunteer supervisory level providing support, structure, and development. The role will require a high commitment to safeguarding and reflective practice, including operating as a Designated Safeguarding Officer as part of the DSO team. You will positively influence culture, policy, and practice, that safeguards the people served, staff and volunteers, whilst representing the organisation well to external agencies.

The goal is to further develop and equip staff and volunteers in their roles, enabling collaborative client and worker engagement, that empowers clients to take their next step in achieving their potential. The post holder will lead and drive the quality assurance of service planning, delivery and of data management reporting. You will develop a culture of gathering and celebrating achievements with people in both client and volunteer journeys, demonstrating impact and outcomes achieved. The post holder will champion the value of volunteering through ongoing recruiting of volunteers - sharing stories and casting vision to inspire people to get involved.

The post holder will oversee the implementation and safeguards from an effective and dynamic risk assessment providing intervention, support, structure, and development to staff and volunteers in the safe and effective running of the Open Door.

Key Oversight Areas

1. Management and development of staff - Compassion Support Workers, both on a one to one and group basis.
2. Leadership and development of the Open Door Project through staff and volunteers
3. Leadership and delegation through staff and volunteers of the delivery of various Compassion Support Services, e.g. On Call rota, Follow Up Calls Team, Person Centred Support plans through Reset. Also including induction, training and nurturing of volunteer teams.

Together with fellow Designated Safeguarding Officers - implement and work to facilitate the:

4. Safeguarding of children & adults, through the role of Designated Safeguarding Officer
5. Facilitate safeguarding training to support the development of staff and volunteer teams

As the Compassion Support Manager your duties will include:

Initiation and Development

1. Implementing and developing an integrated/interconnected strategic service structure to support the needs of people experiencing difficulties in the surrounding community, that monitors outcomes and gathers stats and stories of success.

2. To lead, plan and oversee the delivery of the Open Door project, collaborating with others and develop teams for each session of Open Door, implementing organisational culture, structures and values.
3. Work closely with colleagues across the team in promoting VC services and representing VC effectively at required forums and meetings, e.g. Family Support Hub, relevant safeguarding meetings.
4. To support best practice in person centred service delivery and use of 'Compass' (Online Client Case Management System).
5. To support the introduction, development and embedding of a new Compass 2.0 system that improves person centred working, goal planning through tailored support plans that promotes a positive client experience and maps the journey travelled.
6. Utilise the assessment process with clients to formulate their individual support plan, review and adapt as required.
7. To provide direct work in the delivery of support services, for more complex cases that is commensurate with a more senior support role, helping empower clients to action their support plan.
8. To implement appropriate safeguards for the client, volunteers, staff and organisation.

Management and Training of Staff & Volunteers

1. To lead, line manage and support the development of a small team of staff, implementing organisational culture, structures, values and helping to develop competency.
2. Effective management of people, resources and time, to maximise effectiveness of role and promoting others into their potential and support the shaping of effective structures to enable this.
3. To identify training needs and work collaboratively with others, through developing training, equipping and supervision of volunteers to support the continued growth and delivery of Compassion Support services.
4. To review service development, volunteer capacity, roles and strengths and respond appropriately to maximise effectiveness to meet changing needs.

Intervention / Implementation

1. To assess risk and promote the health and welfare of the client and their significant others in line with best safeguarding practice, ensuring compliance with legislation, duty of care and appropriate actions taken.
2. To deliver a person-centred approach to support, and personally provide a higher level of intervention and support to clients with more complex circumstances using appropriate methods of intervention, skills and experience to promote their growth and journey of change
3. To apply relevant legislative, theoretical knowledge to each individual and use appropriate methods of intervention: e.g. Motivational Interviewing, Crisis Intervention, Task Centred - to work with the underlying issues not just the presenting situation and to empower clients in their pathway to wholeness.
4. Using the most appropriate assessment model in partnership with the client; assess, identify, and plan appropriate supports to best meet their needs to promote growth and positive change.

5. 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.
6. To effectively direct and refer clients into projects as appropriate to individual identified need, to promote growth and positive change.
7. To improve clients coping mechanisms and to develop their support networks to sustain positive change.
8. To understand clients' life experiences and life choices, mindsets, and provide emotional support to empower and bring appropriate challenge to stimulate motivation, change, growth, and opportunity.
9. To manage own case/workload and prioritise accordingly, and support staff to achieve the same.
10. To review service development, volunteer capacity/duties and respond appropriately to maximise effectiveness to meet changing needs.
11. To deliver and lead sessions of Open Door as part of the rotated team.

Networking / Liaising with other service providers

1. To promote and develop effective working relationships with external agencies in the community and develop a multi-agency approach.
2. To liaise and collaborate with, signpost and refer to other statutory, voluntary and community sector agencies as appropriate to maximise service provision.
3. To increase service uptake within and across Vineyard Compassion

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)

Character, Culture and Chemistry

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, and implementation of VC values.
3. Contribute and lead to build wider team health and culture through good use of intrapersonal and interpersonal skills, that is both 'self and other' aware.
4. Contribute and promote an effective relational dynamic to building health, strength and vitality in team life/working, through confidentiality, addressing issues early and promoting relational restoration and a focus upon moving forwards.
5. 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
Qualifications	*5 GCSE's or equivalent qualification with extensive experience as outlined in Experience.	Full driving licence & own transport (with Business insurance cover). Degree level qualification A recognised Professional Qualification in one of the health and social care disciplines. A recognised qualification in addictions and/or mental health Level 3 Safeguarding Qualification as DSO, as per regional frameworks (SBNI and NIASP).
Experience	Extensive experience (minimum 3 years) of providing direct work in a Person-Centred ethos in a setting with vulnerable people in a poverty / disadvantaged / crisis context, working to achieve agreed outcomes. Experience (minimum 3 years) in recruiting, training, supporting, developing, and managing staff and/or volunteers in service provision. Experience of providing advice and direction for staff/volunteers to identify underlying issues and encourage effective client engagement. Experience of effective safeguarding practice. The post holder will be required to operate at a DSO level. Proven experience of multi-agency working, and ability to advocate as necessary in a professional manner.	5 years' experience of Person-Centred work Experience of operating at a Designated Safeguarding Officer level. Experience of motivational work with one to one/group work Experience of evaluating projects and services and reporting on outcomes achieved.

	Proven experience of working collaboratively as team, and how to overcome obstacles to ensure effective service delivery.	
Knowledge and Skills	<p>Knowledge of a range of social issues (poverty) and their impact on the individual, family and community - with skill in supporting and empowering individuals</p> <p>Skilled in leading groups, supervising and delivering services through staff and volunteers.</p> <p>An understanding of crises and risk and how to de-escalate and implement appropriate safeguards.</p> <p>Reflective practitioner and manager who values continuous learning and development along with the ability to support this in others, and lead through a change management process.</p> <p>Ability to use own initiative, work individually and as part of a team with staff and volunteers to embed new systems and processes.</p> <p>Good planning and organisational skills.</p> <p>Good IT and admin skills (competent in MS Office etc), including gathering and process data and creating reports.</p> <p>Understanding of systems/process/outcomes and how to maintain, develop and implement them.</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	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 &	

	<p>Causeway Coast Vineyard church of which you must be willing to attend.</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>	
Special Circumstances	A flexible approach to working hours (including evenings when required & emergency situations), and the range of duties this role can involve.	
Physical requirements	Good general health to meet the demands of the post.	

* This role requires an Enhanced Access NI check as the post-holder will be required to work in "Regulated Activity", which is any activity that a person working in Northern Ireland must not do if they have been barred by the Disclosure & Barring Service (DBS) from working with children or adults. It is an offence for a barred person to apply to work in Regulated Activity. A copy of our Safeguarding Policy and Access NI code of practice is available upon request.

Having a criminal record will not necessarily debar you from working with us. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained in a disclosure certificate. A copy of our Recruitment of Ex-Offenders Policy and Policy on Secure Handling, Use, Storage and Retention of Disclosure Information is available upon request.

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 9am on the closing date specified on the website to David McCracken: Email: david.mccracken@vineyardcompassion.co.uk
Post: David McCracken, Operations Director, Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

* Applicants please note: Shortlisting will be carried out based on 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 Access NI vetting and satisfactory references.