

Job Location:	CHSS Head Office
Responsible to:	Head of Volunteering
Responsible for:	None

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people**: people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

To provide comprehensive safeguarding administrative support in processing Police (Safeguarding) checks within CHSS (Protection of Vulnerable Groups and Basic Disclosures) for volunteers. This will include implementing a retrospective checking programme.

3. Key Challenges

- Undertaking a conflicting workload, ensuring that high standards are met at all times.
- Carrying out a number of safeguarding procedures within agreed timescales and targets.
- Ensuring accuracy of safeguarding checks before being processed to Disclosure Scotland DBS.
- Working closely with the Corporate Services Department staff to support all volunteer and safeguarding checks.
- Working closely with all Directorates on safeguarding checks for new volunteers and retrospective checking.
- Provide support to multiple departments to undertake securing high volume volunteer references

4. Key Responsibilities

Safeguarding Administration

- Carry out safeguarding checks for volunteers. This will include assisting with the completion of forms by the applicant and checking of all forms and documentation before being sent to Disclosure Scotland to be processed for either a Basic Disclosure check or PVG membership.
- Record and enter all details required for safeguarding checks on the database in accordance with CHSS's Policy on Confidentiality and Data Protection.
- To develop and support reference checks for all volunteers.
- To ensure that the volunteer agreement process is undertaken, including seeking references, and ensure any changes are correctly documented and recorded.
- Carry out general admin duties, including booking safeguarding appointments, phone calls, emails and other aspects of work relating to safeguarding.
- Keep volunteers and line management updated on the progress of safeguarding checks.
- Liaising with the Head of Volunteering and volunteer managers where a safeguarding check has been received and requires an assessment of risk to CHSS.

- Producing and preparing of statistics and reports as required.
- Contacting Disclosure Scotland about any issues relating to the safeguarding.
- Update the Corporate Services Data Pack Register on any non-compliance or breaches in safeguarding.

General

- Undertake other duties as directed by the Head of Volunteering.
- Participate in CHSS departmental meetings and attend training sessions as required.
- Comply fully with CHSS Policies and Procedures.
- Participate in the CHSS appraisal and support & development process.

5. Key Results/Objectives

- CHSS has a robust reference, PVG and Disclosure check process in place for its volunteer function
- All CHSS volunteers have 2 references to undertake their role
- All Services Department volunteers complete and receive membership of the PVG Scheme
- All other current volunteers within CHSS complete a retrospective Disclosure Check
- All new volunteers within the relevant departments undertake a Disclosure Check or PVG check
- Keep abreast of developments in policy and procedure for PVG and Disclosure process

6. Dimensions

Budget responsibility: none

Contacts:

(Internal)

All volunteer line managers and volunteers within CHSS

(External)

Disclosure Scotland

Volunteer Scotland

External third party referees

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	<ul style="list-style-type: none"> 5 Standard Grade passes (including English) or equivalent. 	
Previous Experience	<ul style="list-style-type: none"> Relevant administrative/customer service experience in an office setting. 	<ul style="list-style-type: none"> Experienced in working with voluntary sector organisations Previous experience of using customised database systems.
Skills Aptitudes Abilities	<ul style="list-style-type: none"> Excellent IT skills (Microsoft Word, Excel, Access and Outlook). Good administrative skills. Good organisational skills. Good numerical skills. Attention to detail. Committed to customer care. Able to respond to pressures relating to prioritisation and time management Proven ability to complete complex forms accurately Accuracy and attention to detail in the keeping of records and the identification of ID documents Excellent written and verbal communications skills – comfortable communicating with people from a diverse range of backgrounds Ability to work on own initiative and as part of a team Understanding of confidentiality and data protection 	<ul style="list-style-type: none"> Understanding of the safeguarding process
Disposition	<ul style="list-style-type: none"> Flexible to meet the developing needs of the safeguarding service Commitment to ethos of the voluntary sector Commitment to equal opportunities 	

Summary of Terms and Conditions of Employment

Term: Permanent

Salary: Grade Scale Points 6 (i), £ 16,627 – £ 18, 443 per annum

New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.

Hours of work: 32.5 hours per week (CHSS full-time is 32.5 hours)

Review of Work: The postholder is subject to the CHSS objective setting, supervision and appraisal process.

Annual Leave: CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.

Pension scheme: CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.

Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.

There are also schemes which provide death-in-service benefit and permanent health insurance.

Equal Opportunities: CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.