

EXECUTIVE MANAGER – Christian CARE Association

WHO WE ARE

Christian CARE Association (CCA) is a small, local charity, founded in 1967. Its main aim is to assist people in need living in the London Borough of Merton who are in crisis and might refer themselves or be referred by agencies such as local schools, the Children's and Families Hub at the Civic Centre, adult care services, social prescribers or MP. An average of 100 families are assisted each year, some just once and some for several years.

WHAT WE DO

At present CCA is providing regular food for 25 families, many of whom are also offered a befriender to give them practical support, a listening ear and help in completing forms, encourage them to find better ways to budget or if necessary get access to some legal help. In certain cases help is needed dealing with threatened eviction. Other practical help includes the provision of recycled furniture, help with kitchenware, bedding and DIY and occasionally the purchase of white goods, the provision of good quality second hand clothes for children and in some cases the purchase of school uniform. CCA also organises at least one outing a year, sends a family for a week to Butlin's at Bognor Regis, sends about 25 youngsters on summer camps, and provides about 40 Christmas hampers as well as Christmas and birthday presents. The charity makes an impact in some way on the lives of 300-400 individuals each year.

WHAT THE ROLE INVOLVES

The Executive Manager, as the sole paid employee, is responsible for managing or overseeing all volunteers who carry out the day-to-day work of the charity. They need to be sensitive to the time limitations of these volunteers. The role also includes the recruitment and development of new volunteers. They should advise and support and bring together the Coordinators who lead the teams involved in running the 5 Projects: Befriending, Children's and Baby Clothes, Children's and Families' Activities, Family Support, Furniture Project and the Office. This is achieved by prioritising workload and chairing the CARE Committee which meets 6 times a year to share experiences, to plan and to review the work. The Executive Manager reports to the Board of Trustees and attends their meetings too. They need to become familiar with CCA's clients and be able to make quick assessments of requests and decide whether or not CCA has the resources to help. It is important to be non-judgmental and non-discriminatory. They will recognise that CCA cannot work in isolation and will need to liaise frequently with our supporters and other organisations who share the vision of CCA.

Salary: £24 per hour for 21 hour week

Contract: 1 year fixed term with review after 3 months, with possible extension

Working Pattern:

21 hours over 3-5 days a week – pattern to be agreed

Hybrid working, sometimes in office, sometimes at home, with some visiting

Benefits

6 weeks' holiday pro rata and NEST pension

Free public parking usually available at Office

Closing date 23 November 2023. Interviews 4 December.

Contact Pat Spencer, the Hon. Secretary at pat.spencer@christiancaremerton.org.uk for more information and application form. Or download the form here plus our equality and diversity form and return to Pat Spencer

JOB DESCRIPTION

The Executive Manager is responsible to the Board of Trustees and for the day-to-day management of the charity and its volunteers, divided between the following groups:

Trustees

- Implementing the Trustees' plans and policies and acting within the parameters set down by the Board.
- Informing and making recommendations to the Board to assist their decision-making.
- Preparation of reports for Board meetings and attendance at the 6 meetings during each year.
- Attending and giving a report at the AGM.
- Also ensuring that any applicable legal requirements and agreed CCA policies and procedures are circulated to all volunteers and that adequate and specific training is given when required - paying special attention to Confidentiality, GDPR, Equal Opportunities, Safeguarding and Health and Safety.

CARE Committee

- Chairing the bi-monthly CARE Committee meetings and setting key topics for discussion within an overall annual plan.
- Convening sub-groups to identify important issues to be brought to the meetings.
- Meeting the Coordinators one-to-one, mentoring and advising them.

Volunteers

- Organising and coordinating a team of volunteers working in 5 Projects and the Office.
- Overseeing the recruitment, training and support of volunteers within the 5 Project teams and Office, to ensure that their work is effective and satisfying.
- Offering one-to-one encouragement and advice to volunteers facing challenging issues.
- Liaising closely with the Office team of 4, under their Office Coordinator, who will support you and the Board of Trustees, and provide assistance with referrals, record keeping, preparing training paperwork and sending information to volunteers and families with your guidance.

Families

- Coordinating the activities of the 5 Projects, under their respective Coordinators, for the well-being of families in need and having an overview of the work.
- Taking the lead on emergency and critical issues related to individual families.
- Receiving referral forms, monitoring responses by Coordinators, especially where more than one Project is involved, and making recommendations of expenditure to trustees above an agreed amount.
- Reading visiting sheets sent by befrienders/discussing them with Coordinators in preparation for meeting reports and any required action.
- Visiting families when necessary, supporting them by grant applications, seeking legal advice on their behalf, liaising with schools or writing references.
- Monitoring the situations of families not/no longer befriended and on the periphery to check that their needs are being met and crises are averted.

Supporters/Community

- Promoting the work of the charity in conjunction with the Chair and actively seeking suitable openings to do so, occasionally at weekends or evenings.
- Networking with other organisations in the community so that the charity can benefit from their expertise and services.
- Attending training and local meetings in order to be better informed to lead the charity.
- Seeking funding opportunities to secure the future of the charity.

Once the successful candidate has had a chance to observe present working practices it is hoped they will be able to recommend changes improving the overall effectiveness of the small but greatly valued charity.

ABOUT YOU

Are you:

- *supportive of the ethos and aims of Christian CARE?*
- *someone with both an awareness of, and a real concern about the deep poverty that exists in what is often thought to be a wealthy borough, and also some experience of working with those in need?*
- *a leader, able to oversee and organise a varied range of activities and manage them for the wellbeing of families in need?*
- *able to delegate responsibility, allowing the Coordinators to run their own Projects while assessing when it is right to intervene on more critical issues?*
- *flexible and adaptable in supporting volunteers who are giving their time and may have other priorities?*
- *approachable, inclusive and non-judgmental?*
- *willing to undertake training opportunities provided by CCA?*
- *willing to build networks with other charities and organisations within the borough which share the objective of the relief of poverty?*
- *a good communicator? Would you be keen to take opportunities, working alongside the Chair, to be a spokesperson for the charity in the local community?*

PERSON SPECIFICATION

This role requires someone who is dedicated and able to remain positive and professional when working under pressure. We are looking for a candidate who has the ability to multi-task, prioritise, organise and work well to tight deadlines. You will have a good telephone manner and excellent communication, interpersonal and influencing skills. You will be able to deal with queries and enquiries quickly and efficiently and communicate effectively with others, internally and externally, ensuring that information is recorded for future reference and passed to the relevant person(s) in a timely manner.

Essential Requirements

- Ability to use initiative and be proactive.
- Ability to analyse a situation and take decisive action in a timely manner.
- The ability to delegate work to the various teams of volunteers.
- Confidence in engaging with internal and external individuals/organisations, across all levels, including potential clients.
- Good writing skills for internal and external presentations plus ability to analyse and communicate data into meaningful reports.
- Experience in giving talks in public and creating presentation material and adverts to aid networking and promotional work on behalf of Christian CARE.
- Working knowledge of key Policy and Procedure documentation such as Confidentiality, GDPR, Equal Opportunity, Safeguarding and Health and Safety.
- Good IT skills.

Desirable Requirements

- Professional knowledge or working experience within the following areas would be useful: Education, Social Services, Local Authorities, Charities or Voluntary Sector organisations.
- Experience in managing and leading teams of more than 10 people.
- Experience in delivering training to a diverse group of individuals.

Christian CARE is committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all.