

Job Description – Service Development Officer

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| Responsible for | Creation and development of services offered by Communicare in Southampton |
| Salary | £20,000 - £23,000 pro rata (fte 40h/week) |
| Hours of work | 20 - 30 hours per week; occasional evening and weekend working |
| Location | Amplevine House, Dukes Road with occasional visits to other locations in the city. Some home-based work. |
| Main Purpose | To identify and develop appropriate services to cater for the needs of service users with a particular emphasis on network and partnership working |

Principle Accountabilities:

Working with the Coordination Team to deliver the following areas of activity

1. Service design

Responsible for design and delivery of services in consultation with the wider team including:

- Identifying most pressing needs from the waiting list
- Researching solutions
- Seeking delivery partners
- Ensuring activities comply with Communicare's policies, including producing risk assessments and other relevant documents
- Undertaking training of staff and volunteers on new services
- Booking venues, enrolling participants and other administrative tasks
- Advertising and marketing
- Attending events to assist with smooth running

2. Service Development

- Review and update services on offer
- Ensure that policies, procedures and risk assessments are up to date for services on offer
- Seek delivery partners where appropriate
- Review induction and training for staff and volunteers for services on offer

3. Volunteer involvement

Working with the Coordination team to ensure services are delivered by:

- Assisting with recruitment of volunteers for relevant roles
- Identifying existing volunteers to be key members in the design and delivery of new or developing services
- Maintain & strengthen volunteer engagement
- Regular updating of office data systems
- Following up after initial activities and recording feedback

4. Media & website

Working with the wider team to promote the charity's work through:

- Keeping social media channels updated with relevant posts
- Providing information for maintaining and updating the website
- Supporting production of media releases

5. General

- Assist with acquiring feedback from stakeholders
- Supporting and providing cover for colleagues
- Performing any other tasks as reasonably directed