

## ROLE DESCRIPTION

<b>VOLUNTEER POST TITLE:</b>	<b>Research and Development Support</b>
<b>RESPONSIBLE TO:</b>	Research and Development Team
<b>RESPONSIBLE FOR:</b>	N/A
<b>HOURS:</b>	We would suggest a minimum of two sessions per month (3-4 hours)

### ABOUT THE CHARITY

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

The Research and Development department is responsible for evaluation, engagement, volunteering and quality performance management of the charity. We develop services and processes for the charity and develop the evidence base for the work carried out in consultation with our users and beneficiaries.

### PURPOSE OF THE POST

Mission centric Volunteering is instrumental to the growth of Caudwell Children. The purpose of this post is to enable the Research and Development directorate to reach departmental goals and objectives and ensure the charity mission is achieved. These goals are:

- To ensure we are measuring impact and quality and not volume
- Ensuring we have the correct systems in place to enable the charity to grow
- Ensure that we develop meaningful and equitable services according to the views and needs of our beneficiaries.
- Develop measurement tools and methods that allow us to grow the evidence base for our services.

### ROLE AND RESPONSIBILITIES

- Support with planning, organising and facilitating engagement meetings

- Provide administrative support across all functions of the department
- Assist engagement group members to play an active and meaningful part in meetings and consultations
- Ensure that all suggestions, compliments and complaints are valued and forwarded to the appropriate manager
- Actively support the prioritisation and growth of engagement and consultation within the charity and the development of the engagement volunteer role
- Assist the R+D team in populating a centralised system of information to ensure processes are followed and streamlined
- Assist the team in providing a monitoring and evaluation function within the charity through survey collection and correct auditing processes

This list is not exhaustive and may develop with the growth of the charity

## PERSON SPECIFICATION

### Essential Criteria

- Willingness to attend and undertake appropriate training
- Understanding of the importance of confidentiality and following procedures
- Approachable, sincere, empathetic approach
- Good verbal and written communication skills
- To work effectively, co-operatively as a member of a team, maintaining good working relationships with colleagues
- Reliable & punctual
- Strong attention to detail
- Commitment to the charities Mission, Vision and Values

### Desirable Criteria

- Experience of working with children
- Experience of volunteering
- Experience of facilitation, advocacy, engagement
- IT Skills
- Administrative skills

## DISCLOSURE AND BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). Dependent on the role, one of the following DBS checks may be carried out:

- Standard disclosure
- Enhanced disclosure
- Enhanced disclosures with children's and/or adults' barred list check(s):