



Application Pack: Car Scheme Support Worker

Thank you for your interest in this post. Please read through the enclosed papers before completing the Application Form and Monitoring Form. These forms are included in this PDF file for filling in by hand – if you would prefer to fill them in using a PC, there are Word versions of each form available – go to **www.vcdd.org** and click “Work for VCDD”.

We look forward to receiving your application by **noon on Monday 5th July**.

Sarah Hallam
Administration and Finance Coordinator

VOLUNTEER CENTRE DERBYSHIRE DALES

Guidelines for applicants in filling out the application form

We will not normally be able to invite everyone who applies for a job for an interview. Therefore the decision to short list will be based solely upon the information you provide on the application form. The following notes are intended to help you in completing your application form in a way that will enable us to assess it alongside the Job Description and Person Specification.

1. The application form should be completed in black ink or typed as this makes it easier to photocopy. Alternatively, you can download the form in 'Microsoft Word' format from our website at www.vcdd.org.uk. If you are completing the form electronically, please print off your final version and ensure that you sign the form before posting.
2. We view the application procedure as a two-way process. Therefore, we ask that you read the information enclosed in this pack to ensure firstly, that you can empathise with the issues which are of concern to us and secondly, that you could work within our organisation.
3. In reading all the information prior to completing the application form, you should pay particular attention to the Person Specification. This describes the selection criteria that will be used to assess your application. At the very least, you will need to **demonstrate** that you meet all the essential requirements of the Person Specification. We would hope to interview every applicant who meets the essential criteria - however, if this is not possible we will use the desirable criteria to distinguish between applicants, based upon the extent of their experience, skills and knowledge.
4. With this in mind, it is essential that you include all your relevant experience, skills and knowledge. If you have never been in paid employment or have not worked for a long time, think carefully about any experience, skills and knowledge that you may have gained, not necessarily in a formal work or education setting. This may include voluntary/community work, student placement, leisure activities or domestic obligations, for example, running a house or caring for relatives or friends.
5. Your application must reach us by the deadline of 12 noon **Monday 5th July**. We regret that we will not be able to consider late submissions.
6. We endeavour to make sure that our application process is as open and clear as possible. If you have any questions about the application pack, or if we have used "jargon" with which you are unfamiliar, please do ring us and let us know. We welcome your comments and would be pleased to discuss any aspect of the job or the application process at any time. We are also committed to giving you full and frank feedback on your application and how we have assessed it.
7. If you wish your application to be acknowledged, please include a stamped, self-addressed envelope.
8. Interviews will be held on Tuesday 15th July at our Ashbourne office.

THANK YOU

VOLUNTEER CENTRE DERBYSHIRE DALES

Job Specification:

Car Scheme Support Worker

This Description issued on:	14th July 2010
Duration	12 months from date of appointment
Probationary Period	3 months
Based at	Volunteer Centre Derbyshire Dales, Ashbourne
Area Covered	Derbyshire Dales South
Hours of work	8 hours per week (see "flexibility" below)
Salary	NJC Spine 14 – £15,725 p.a (Full-time Equivalent) For 8 hours = £3,400 p.a In addition, we make a 5% contribution to a pension scheme of the post holder's choice, provided that this contribution is matched by the employee
Holidays	53 annual holiday hours
Reporting to	Car Scheme Coordinator, Volunteer Centre Derbyshire Dales

Purpose

To support the Car Scheme Coordinator in administering the Voluntary Car Scheme. To help promote the Car Scheme to both service users and potential volunteers.

Duties & Responsibilities

1. Administer the Voluntary Car Scheme at times when the Coordinator is not available:
 - a. Take phone calls to arrange, modify or cancel journeys
 - b. Contact drivers to establish their availability

- c. Schedule volunteer drivers to journeys and communicate arrangements to drivers, clients and sponsoring agencies
2. Use computers (and manual systems) to:
 - a. Compose and produce documents.
 - b. Establish and maintain databases.
 - c. Process enquiries and record data.

The Volunteer Centre mainly uses Microsoft Office Pro (Word, Excel, Publisher, Access) and the Car Scheme uses a dedicated software system, CT2000.

3. Develop and deliver promotional publicity to attract new volunteer drivers and service users. This will include both printed and oral material.
4. Coordinate the preparation of the joint Readycall and Car Scheme newsletter.
5. Provide general administrative support for the Car Scheme.
6. Handle day-to-day enquiries from the general public and VCDD service users in a sensitive and diplomatic manner.
7. Undertake general clerical duties such as taking messages, handling mail, emails, photocopying, faxing and filing.
8. Cover for other Volunteer Centre staff and carry out any other duties as may be required from time to time.
9. Work alongside volunteers in the office.
10. Comply with VCDD's policies and statutory requirements.

Person Specification

1. Essential Qualities

- 1.1 A team player with good interpersonal skills.
- 1.2 Computer literate.
- 1.3 Able to work on own initiative and handle conflicting work pressures.
- 1.4 Good listening, written and oral communication skills, including ability to communicate clearly over the telephone.
- 1.5 Pleasant and helpful manner.
- 1.6 Ability to deal with members of the public.
- 1.7 Must respect confidentiality of client information.

2. Desirable skills, knowledge and experience

- 2.1 Experience of the computer software used by the Volunteer Centre:

- i) Windows XP preferable, but experience of 98 is enough
- ii) Microsoft Word, Excel, Access and Publisher.

We are prepared to provide training if required for a candidate who has a good level of computer skills, but not in these particular packages.

Training on the Car Scheme's specific software will be given.

- 2.2 Experience in a voluntary organisation.
- 2.3 Ability to address small groups.
- 2.4 Have access to own transport.

3. Flexibility

- 3.1 This is a small office and therefore we require all our staff to be flexible in what they are willing to do.
- 3.2 We are as flexible as we can be over the timing of each staff member's hours, within the constraints imposed by the services that we are running.

This particular post involves covering the Voluntary Car Scheme when the Coordinator is not available, and this means that we need someone who can offer a normal weekly pattern that includes

Wednesday mornings, and hopefully a second morning (Tuesday, Thursday or Friday) as well.

4. Criminal Records Bureau Disclosure

The direct services operated by the Volunteer Centre work with elderly, disabled and vulnerable people. From time to time, we are also requested to support families with children. We therefore require all staff to obtain a certificate of enhanced disclosure issued by the Criminal Records Bureau.

If your application to this post is successful, and you do not currently hold a certificate, the Volunteer Centre can assist you in obtaining one. However we cannot confirm your appointment until a disclosure certificate has been issued.

VOLUNTEER CENTRE DERBYSHIRE DALES

ASHBOURNE BUSINESS CENTRE, DIG STREET, ASHBOURNE, DERBYSHIRE, DE6 1GF
Tel: 01335 348602

APPLICATION FOR THE POST OF

CAR SCHEME SUPPORT WORKER (Part-time)

Please note that this front sheet contains only your personal details. It will be removed from your application prior to the short-listing process.

OFFICE USE ONLY: APPLICATION NUMBER

A. PERSONAL DETAILS:

FULL NAME _____

ADDRESS _____

Postcode: _____

PHONE No. _____ Email: _____

B. REFEREES:

REFEREES WILL NOT BE APPROACHED UNLESS YOU ARE SUCCESSFUL AT INTERVIEW

NAME _____ STATUS: _____

ADDRESS _____

PHONE No. _____ Email: _____

NAME _____ STATUS: _____

ADDRESS _____

PHONE No. _____ Email: _____

C. DECLARATION OF INTENT

I confirm that to the best of my knowledge, the information contained herein is correct.

Signed: _____

1. EDUCATION

Please give details of all education and any qualifications achieved.

Date	Provider of course eg school, college, company	Subject/Course content	Qualification (if any)
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2. TRAINING

Please detail any specialised training you have received or any short courses attended.

3. EMPLOYMENT HISTORY

Please give details of all employment, with most recent employment listed first. Work undertaken on a voluntary basis may be included in this section.

3.1 Job Title: _____
Name/Address of Employer: _____
Dates employed: Start: _____ Finish: _____
Main Responsibilities:

3.2 Job Title: _____
Name/Address of Employer: _____
Dates employed: Start: _____ Finish: _____
Main Responsibilities:

3.3 Job Title: _____
Name/Address
of Employer: _____
Dates employed: Start: _____ Finish: _____
Main Responsibilities:

3.3 Job Title: _____
Name/Address
of Employer: _____
Dates employed: Start: _____ Finish: _____
Main Responsibilities:

Please photocopy this page and continue as necessary

4. PREVIOUS EXPERIENCE, KNOWLEDGE AND SKILLS

Please describe very clearly how your previous experience, knowledge and skills demonstrate that you meet the requirements of the job description and the person specification.

5. ANY OTHER INFORMATION

Please give below any other information which you feel is relevant to your application. Continue on a separate sheet, if necessary.

VOLUNTEER CENTRE DERBYSHIRE DALES

EQUAL OPPORTUNITIES MONITORING FORM

Volunteer Centre Derbyshire Dales aims to be an equal opportunity employer, and we select staff solely on merit, irrespective of race, sex, disability etc. In order to monitor the effectiveness of our equal opportunity policy, we request all applicants to provide the information indicated.

THANK YOU

A. HOW OLD ARE YOU?

- 16-24 61-64
25-40 65+
41-60

B. ARE YOU: MALE FEMALE

C. HOW WOULD YOU DESCRIBE YOUR ETHNIC ORIGIN?

Please note: Ethnic origin questions are not about nationality, place of birth or citizenship. They are about colour and broad ethnic group - UK citizens can belong to any of the groups indicated.

- | | | | |
|--------------------------------|--------------------------|------------------------|--------------------------|
| White | <input type="checkbox"/> | Indian | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> |
| Black - African | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| Black - Caribbean | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| Black - Other (please specify) | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |
- _____

D. DO YOU IDENTIFY YOURSELF AS A DISABLED PERSON? YES/NO

E. HOW DID YOU HEAR OF THIS VACANCY?

- NEWSPAPER (Please state which one) _____
- JOB CENTRE (Please state which one) _____
- Internet (Please state web address) _____
- OTHER (eg word-of-mouth) _____

VERSATILE  **Volunteer Centre**
Derbyshire Dales

ADMIN PERSON

needed to help run our Voluntary Car Scheme, transporting elderly and vulnerable people. Working in our busy, friendly, office you will take bookings and arrange drivers, using our computer system. You will also help recruit drivers and publicise the service to users. You'll need to be resourceful, computer literate, and good on the phone.

8 hours per week: Wed 9.30am to 1.30pm essential; other hours by agreement. £3,400 pa (equiv to £15,725 full-time). 12-month contract in the first instance. Applications by noon on Mon 5th July; interviews on Tue 13th July.

Application packs at www.vcdd.org.uk or from:

Volunteer Centre Derbyshire Dales, Dig St,
Ashbourne DE6 1GF Tel: 01335 348602