



St John
Scotland

Saving lives together

Role Description

Role title:	Service Delivery Officer
Posts:	Service Delivery Officer (PAD & CPR) - 30 hours Service Delivery Officer (PTS & CFR) - 22.5 hours
Responsible to:	Service Development Manager
Hours of work:	Part Time with some evening and weekend work as required
Contract type:	Permanent
Place of work:	Home based with travel to St John Scotland head office in Edinburgh and across Scotland as required.
Salary:	£29,000 pro rata
Closing date:	Tuesday 25 th July 2023, 5pm
Interview date:	Week beginning 31 st July 2023

About St John Scotland

St John Scotland is a Scottish charity formed in 1947, and since our beginning, we have grown and responded to the changing needs of communities across Scotland. We are currently focussing on developing community health resilience in order to save lives across Scotland. Most of our services in Scotland are delivered by dedicated volunteers across 12 Local Area Teams.

In our 2021-2025 strategy, we aspire to develop and deliver four effective and sustainable core services: Patient Transport, Bystander CPR training, Public Access Defibrillator provision and training, and Community First Responders.

St John Scotland Registered Office: 21 St John Street, Edinburgh EH8 8DG
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Scottish Registered Charity number SC047485.

A company limited by guarantee registered in Scotland number SC557034



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About the role

The role of the Service Delivery Officers will be to support our volunteer teams to develop, deliver and measure the core services outlined in the St John Scotland strategy to their local communities.

Main duties and responsibilities

The focus of the 30 hour Service Delivery Officer (PAD & CPR) role will be:

- Supporting the development and delivery of our PAD and Bystander CPR core services at a national level and implementation at Area Level by:
 - Supporting communities to provide Public Access Defibrillators, ordering of equipment and monitoring impact within the community. Engaging with partner organisations to ensure an effective understanding of priority need and impact
 - Coordination of free Bystander CPR and defibrillator awareness training to community groups and the public, including provision of the necessary instructional material and equipment to enable training across the country, which is delivered by local volunteers and partner organisations.
 - Routine liaison with suppliers regarding the purchase and delivery of defibrillators, cabinets and CPR training equipment.
 - Recruitment and retention of CPR Leads and CPR Champions in collaboration with the Volunteer Development Officer.

The focus of the 22.5 hour Service Delivery Officer (PTS & CFR) role will be:

- Supporting the development of our Patient Transport Services to a range of NHS Boards for renal dialysis and oncology patients at Area Level through:
 - Continuation and development of Patient Transport Services in all current Areas.
 - Development of new services as opportunity and resources permit.
 - Supporting provision of the fleet of St John Scotland PT vehicles, supplemented by volunteers using their own vehicles.
 - Recruitment and retention of coordinators and drivers in collaboration with the Volunteer Development Officer.
 - Provision of clothing and ancillary equipment.



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- Development of a partnership with the Scottish Ambulance Service, seeking to increase St John Scotland's support for Community First Responder groups across the country - such support is principally financial.

Both Service Delivery Officers will:

- Support the development and ongoing work of our Communities of Practice to bring together expertise from across the organisation in order to develop and ensure the sustainability of our services; ensure these are effectively facilitated and promoting good practice across the organisation.
- Produce of data on a quarterly and annual basis to monitor output and progress.
- Ensure that effective governance arrangements are in place for all projects and services at a local and national level in accordance with our objective of being an open and accountable organisation.
- Carry out other duties in support of St John Scotland services, projects and activities as delegated by the Service Development Manager and Chief Executive Officer.



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Person specification

Qualifications / Education

- Evidence of ongoing development and learning
- SCQF Level 7 qualification or above - or equivalent - desirable

Experience

- Working with volunteers in a leadership role within a decentralised organisation to deliver specific outcomes.
- Community engagement to initiate projects, develop, deliver, and demonstrate impact.
- Developing effective partnerships, collaborative working arrangements and/or service agreements with other organisations which demonstrate contribution to overall objectives.
- Managing projects, event planning and administration reporting to senior management.
- Experience directly relevant to any of our core services is highly desirable.
- Working within a distributed or remote team desirable

Knowledge and Skills

- Ability to work collaboratively with volunteers, colleagues, and partners to develop and deliver services.
- Knowledge of governance and operational requirements of working within the charity sector.
- An awareness of community health resilience and equalities issues is desirable.
- Holding a First Aid or similar qualification is desirable.
- Excellent IT skills, including experience of using the full Microsoft Office suite with a particular focus on communication within a decentralised organisation.



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Personal requirements

- Able to demonstrate a willingness to work alongside volunteers to support them and their activity, to empower others and work collaboratively.
- Highly motivated and resilient. Able to use initiative, demonstrate discretion, sound judgement and effective decision-making ability.
- Excellent communication skills such that you can communicate effectively with people and groups from primary school children to Board Members.
- Commitment to effective remote and hybrid ways of working and meetings.
- Flexibility and adaptability.
- Accuracy and attention to detail.
- Clean UK driving license and a willingness to travel on charitable business and work flexibly to enable effective engagement with our volunteer teams across Scotland. Mileage will be paid, and public transport encouraged, where possible.

More information

Salary Package

£29,000 per annum, pro rata

Holiday

30 days per annum, pro rata increasing by 1 day for every complete year of service up to a maximum of 35 days

Pension

Auto-enrolment in the charity's pension scheme

Applying for the role

Please submit applications by CV and covering letter, explaining how your skills and experience would be a suitable fit for the role, to info@stjohnscotland.org.uk by **5pm on Tuesday 25th July 2023**.

Interviews for the Service Delivery Officer vacancies will be held the week beginning 31st July 2023. All candidates invited to interview will be sent a short task to complete online prior to their scheduled interview.