

Job Title: Sustainability Co-ordinator

Full time: (35 hours/week) or Part time (28 hours/week) by agreement.

Salary: £32,373 - £35,033 (FTE), depending on experience. Part time pro-rata.

Temporary Contract 2 years, with potential for continuation subject to funding.

The Haven

The Haven is an established charity which aims to improve the quality of life of people across Lanarkshire who are affected by a range of life limiting conditions (e.g. cancer, Parkinson's disease, dementia). Information and emotional support is provided to clients and their families by The Haven multidisciplinary team, who work with individuals to create tailored programmes of one to one and small group sessions, at any stage of illness including pre and post bereavement support. Our aim is to support clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role.

The Sustainability Co-ordinator post offers the potential for a **highly motivated individual** to work on the next crucial phase of the development and sustainability of Haven services across Lanarkshire. Aligning with the Haven's 5 sustainability approaches; *Involvement, Innovation, Impact, Improvement, Income*; the role requires strong collaborative approaches and will be instrumental in **ensuring the immediate and longer term achievement of organisational outcomes and sustainability**. A strong understanding and knowledge is required of: national and local health and social care policy; the Lanarkshire Health and Social Care and third sector landscapes; and the health and wellbeing needs of Haven client groups. The ability to critically analyse this information and translate this knowledge into effective communications with and applications to trust and grant funders, is a key competence, as is the ability to engage with a wide range of key stakeholders. In addition, the competencies and skills to build, maintain and develop strong monitoring/evaluation frameworks is also key.

Role Outline:

Working collaboratively as a member of The Haven's multi-disciplinary team you will contribute to the on-going achievement of organisational outcomes and sustainability, with a focus on the key responsibilities outlined below.

(Revised 22.4.25 JW/JT) CR-Citation 06.05.25



www.thehavencentre.com

01555 811846 | info@thehavencentre.com

Correspondence Address: The Haven, Blantyre Health Centre, Victoria Street, Blantyre, G72 0BS

Registered in Scotland, Company Number: SC222783 Charity Number: SC032130

Key aspects of the role:

- Lead the development of a comprehensive trust and grant income generation plan, (including scoping/research/identification of appropriate funding opportunities) and assume delegated responsibility for implementation, monitoring and evaluation of the plan. *(Income)*
- Develop robust project and grant management frameworks and processes to enable effective implementation of the plan and work collaboratively with The Haven multidisciplinary team to facilitate: monitoring and evaluation of project outcomes and outputs; the preparation of reports; financial recording and grant budget management and to ensure that all funder outcomes are achieved. *(Impact)*
- Collect, collate and analyse evaluation and monitoring information regarding Haven services (e.g. via undertaking client focus groups or evaluation sessions) and ensure that funding applications are informed and shaped by client feedback, experience and identified needs. *(Involvement, Improvement, Innovation)*
- Contribute to the development and delivery of the 'Engage and Inspire' strategy which raises awareness of The Haven and the positive impact of its services and supports community engagement, fundraising and unrestricted income generation activities. *(Impact, Involvement, Income).*
- Provide digital support across the organisation, in line with own knowledge, skills and capacity, to support service delivery, unrestricted income generation activities and social media communications. (e.g. website, Enthuse fundraising platform, Facebook).
- Represent The Haven at a number of strategic and service based networks, as a key contact for The Haven, engaging with partners to develop and maintain professional relationships and maintain The Haven's strategic positioning within the sector.
- As a key member of the centre based Haven multidisciplinary team, you will have delegated responsibility for the support and supervision of centre volunteers and for ensuring the safe and effective daily operation of client services within The Haven centres.
- Assume accountability and responsibility for all aspects of the role, contributing to the development of relevant Haven policies and ensuring compliance with regulatory and governance frameworks.

It is essential that the post holder has excellent verbal and written communication skills and the ability to work autonomously and to use own initiative to independently resolve day to day challenges. The post holder should also be confident and proficient in the use of IT.

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Collaborative Approaches

- Work collaboratively with all members of The Haven team contributing knowledge and expertise to key strategic and operational planning processes
- Influence the development and use of monitoring and evaluation systems to support and enhance decision making and service developments
- Utilise critical thinking to explore and analyse evidence in service delivery and developments
- Provide support to the service delivery team to enable effective project management systems and processes to be developed and implemented
- Provide digital support to the Business Support functions to facilitate engagement with Lanarkshire and wider communities, inspire support for The Haven and support ongoing financial sustainability of The Haven
- Work with the freedom to act but guided by precedent and clearly defined policies, procedures and protocols
- Manage workload and outcomes to work within The Haven's current frameworks whilst remaining accountable for own professional practice

Facilitation of Learning:

- Identify and support the achievement of learning needs of self through personal development planning and evaluation of any training & development undertaken
- Act as a positive role model and contribute to the creation of an effective learning and collaborative environment and approaches using established models of coaching, mentorship and co-production of activity.
- Consolidate own assessment skills and support others in making assessment judgements

Leadership:

- Act as a positive role model for The Haven at all times, demonstrating leadership behaviours and skills
- Work independently as well as within The Haven Team to achieve the objectives of the role
- Act as a change agent to organise & implement change within the organisation
- Take a leadership approach for collaboration, consultation, quality improvement and innovation, encouraging others to contribute ideas and solutions
- Recognise challenges within the team and take appropriate measures to address concerns including conflict resolution
- Actively contribute to a variety of professional networks across Lanarkshire

Evidence Research and Development:

- Use research related approaches (internal and external research) to inform the development of Haven services and income generation activities.
- Utilise the PDSA (plan, do, study, act) framework to achieve objectives
- Collate and record data, developing and implementing appropriate methods, tools and technologies
- Contribute to the development of Haven guidelines & policies relevant to the role.

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Protection of Vulnerable Groups:

This post is considered a Regulated Role with Children and Adults, under the Protection of Vulnerable Groups (Scotland) Act, 2007. Therefore, it is an offence to apply if you are barred from working with children and adults. Preferred candidates will be required to join the PVG Scheme, or undergo a PVG Scheme Update check, prior to a formal offer of employment being made.

Location:

The post is Haven centre based and there will be a requirement to work in all three Haven centres located across Lanarkshire (Blantyre, Wishaw and Forth) to most effectively meet the needs of the organisation and the role. We are open to discussions regarding flexible working.

Hours:

Working hours are 35 per week (FTE) or 28 hours per week part time (0.8FTE) by agreement – flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable but we will comply with the Working Time Regulations 1998. Toil Policy in place.

Probation Period: This role will be subject to a 6 month probationary period, during which performance and suitability for the role will be assessed.

Line Manager: Your line manager will be the Business Support Manager and you will also be expected to work collaboratively and effectively with all Haven personnel. You will be accountable to the CEO for key aspects of the role.

General: In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

Right to work: All applicants must have the legal right to work in the UK.

Equality and Diversity: The Haven is committed to being an equal opportunities employer and welcomes applications from all sections of the community. We do not discriminate based on age, disability, gender, marital status, race, religion or belief, or sexual orientation.

Data Protection: Any personal information provided during the recruitment process will be handled in accordance with UK GDPR and The Haven's privacy policies.

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Person Specification:

	Essential	Desirable
Qualifications & Training		
Educated to Degree level or equivalent experience	Y	
Recognised qualifications or training relevant to the role		Y
Experience, Skills, Ability, Knowledge		
Knowledge of Lanarkshire health, social care and third sector landscape	Y	
Experience in an income generation role and in implementing successful trust and grant income generation plans.	Y	
Project/grant management, monitoring and evaluation skills	Y	
Skilled in preparation of project/grant reports including co-ordination, collation and presentation of internal/external data (including client feedback/statistics)	Y	
Experience in implementing successful communications and/or community based income generation plans.		Y
Ability to autonomously secure income via a range of approaches	Y	
Ability to work quickly and to deadlines when required	Y	
Ability to manage a diverse workload	Y	
Confident and proficient in IT, including Microsoft packages	Y	
Experience in using Customer Relation Management software (Salesforce)		Y
Ability to streamline vast amounts of research information succinctly & quickly	Y	
Knowledge of National and local Health and Social Care policy and agendas	Y	
Knowledge and understanding of the health and wellbeing needs of Haven client groups	Y	
Personal Qualities		
An understanding of and alignment with the organisation's aims and values	Y	
Organised and a good time manager	Y	
Enjoys working as part of a team, flexible in approach with a positive attitude towards volunteers	Y	
Ability to communicate effectively with local communities, funders, businesses, healthcare professionals, volunteers and clients	Y	
Target and outcome focused	Y	
A high degree of personal motivation	Y	
Full driving licence and access to own car	Y	

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