

Role Title: Service Development Committee Member Volunteer		Responsible to: Head of Volunteering
Where (Location):	Online via video link All travel expenses will be reimbursed in line with the volunteer expenses policy.	
Time commitment:	Two committee meetings per year for approx. Two hours 30 minutes each time. Some additional time to carry out case reviews on a regular basis for approx. two hours. Members are normally appointed for three years.	
Role:	The purpose of the SDC is to consider new guidelines and policies relating to grant services, review existing policies, and recommend any changes for approval by the Board of Trustees: To ensure appropriate outcomes for beneficiaries in line with strategy; To enhance the operation of Foothold To make decisions (or recommendations to the Board of Trustees) related to high value grants and novel and contentious cases; To reflect on support given in unusual cases to enhance grant services in the future.	
Responsibilities:	To consider and approve all grants above the Chair's limit and in accordance with approval guidelines To consider novel or contentious cases, or those which might fall outside the general guidelines (irrespective of amount requested). (Grant Assessors will make recommendations to the Committee based on a combination of the case detail and complexity, benefits entitlement, and other factors such as care and disability.) To reflect on any decisions made by the Committee and how these can inform future policy and guidelines. To consider appeals against grant decisions. (Note: If the applicant wishes to appeal against the SDC Committee's appeal decision, the case must be	

	<p>presented to the Board of Trustees Appeals Panel by the Chair of the SDC – see separate Grant Appeals Procedure SS11)</p> <p>To consider the feedback received from community members through the impact assessments undertaken throughout the year and report considerations to Board of Trustees annually.</p> <p>To review the comments, compliments and complaints policy on an annual basis with reference to the potential risk for a complaint or legal action by a community member or their family against the Charity after a Foothold representative is considered as having given poor or inappropriate advice.</p> <p>To undertake case reviews of a selection of randomly selected cases and decisions at least twice a year. The reviews will be reported at SDC meetings. The review procedure is set out in a separate document (SS17 procedure for SDC case reviews).</p> <p>To observe and discuss trends in grants and support expenditure as well as the characteristics of the community members accessing support.</p> <p>To review grant and support services policies and procedures to ensure they are relevant and suitable for the needs of people who are eligible for help; and make recommendations to the Board of Trustees for any change.</p> <p>To consider new policies based on need. It is anticipated that staff will raise issues where it is felt that a policy is lacking.</p> <p>To refer to the Board of Trustees any case on which further consideration and guidance is deemed necessary or where amounts exceed SDC Authority limits (See procedure for Grant Authorisation SS10)</p> <p>To recommend to the Board of Trustees any revisions to:</p> <p>Assessment guidelines; Types and levels of grants; Grant authorities for the CEO and appropriate Manager</p>
<p>Qualities and Skills required</p>	<p>Personable and approachable with a strong sense of integrity Able to speak confidently and enthusiastically to groups and individuals Able to actively listen and show empathy</p>

	<p>Patience and a warm and friendly attitude Willingness to follow current advice to keep yourself and others safe</p> <p>Able to remain impartial and confidential at all times Respectful of other people's views and values Good communication, networking and organisational skills Digitally aware and confident Can work on their own initiative and give feedback to staff at Foothold.</p>
Training and support	<p>Complete induction and essential training for the role within a month of being accepted as a volunteer Access regular online resources/training Regular contact with your Head of Volunteers and Head of Grants (telephone or other) for support and guidance To respond to service changes and requirements</p>
Any other Requirements	<p>It is essential to remember you are not to give advice to members; if somebody requires support you can signpost them to Foothold's Grant Services team via the helpline or alternatively take their details and ask a member of the Foothold Grant Services team to contact them. Due to the vulnerable nature of the people we support, we will require two references.</p>
Next Steps	<p>Complete a short application form. All suitable Foothold Volunteers will be invited to attend an informal chat with the appropriate member of staff.</p> <p>Contact details for the Volunteer Team are:</p> <p>Beverley Archer, Head of Volunteers E: beverley.archer@myfoothold.org T: 07923 257090</p>