

Volunteer Coordinator

Location: Children & Families, 15 Dava Street, Glasgow, G51 2JA

Grade: SCP 23-26 (£23,843-£26,164 per annum) pro-rata

Job Purpose

To co-ordinate and oversee the effective delivery of a community-based mentoring service for children and young people living with extended families within the Glasgow and surrounding areas. The post holder will have responsibility for the recruitment, training and day to day supervision of volunteer mentors, the ongoing support of mentor and mentee matches, as well as assisting the Service Manager with the ongoing promotion and development of the service.

Role and Responsibilities

- Develop positive, respectful and compassionate relationships with the children that we support and their families, focusing on their strengths and aspirations as individuals.
- Develop positive and supportive relationships with your team of volunteers.
- Develop strong working partnerships with schools and social work services.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the children and young people that we support and volunteers.
- Assist in the ongoing development of relevant and high-quality training materials for volunteer mentors.
- Facilitate mentoring training to volunteers.
- Ensure that volunteers & young people gain maximum benefit from their mentoring relationships.
- To take responsibility for assessing risk to children and young people and implementing child protection /vulnerable adult safeguarding procedures when necessary.
- Overseeing the ongoing recruitment of volunteer mentors.
- Ensure that adequate safeguarding measures are in place for both mentors & mentees
- Produce written reports as requested by your line manager or key working relationships
- Collate both qualitative and quantitative data as requested by Right There.
- Maintain up to date records of your work as directed by your line manager
- Contribute towards the design, delivery and evaluation of services
- Ensure person centred planning and unconditional positive regard is undertaken by yourself and volunteers
- Adopt a Psychologically Informed Environment (PIE) approach

- Ensure the children and young people's support needs are being met at all times.
- Ensure risk assessments are completed and updated.
- Investigate and resolve any complaints by those we support
- Arrange and facilitate regular support and supervision sessions with your volunteer members, utilising best practice in performance management to ensure volunteers are supported to undertake their roles.
- Ensure performance targets are continually worked towards to achieve agreed outcomes
- Have detailed knowledge of other relevant services.
- Compile Right There Key Performance Indicators (KPI) and any required local authority returns / funder reports.
- Represent Right There to other agencies or services including Local Authority, Social Work, Housing Services and other relevant organisations, networks and forums.
- Investigating any issues of misconduct within the organisation.
- Actively contribute to your service and the organisations development and improvement.
- Facilitate meetings with volunteers.
- Attend and participate in training and share learning experiences.
- Engage in regular supervision and reflective practice sessions.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There services positively.
- Strive for continuous personal and professional development.
- Engage with any organisational initiatives or working groups such as NHS Healthy working lives, Investors In people etc

Right There strives for best practice within social care and expects all staff to adhere to:

- Right There's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice
- Health and Social Care Standards
- Health & Safety legislation and practices.
- General Data Protection Regulations (GDPR)
- Register with any required government bodies and ensure memberships is updated and any attributed costs are paid for.

What we expect from you

Our values make us who we are and define our actions and behaviours every day. We'd expect the post-holder to uphold and represent our organisation in a way that reflects our values and person-centred way of working.



What you can expect from us

We value our staff as our greatest asset and will provide the following working conditions:

- The post holder will report to the Programme Manager.
- Your normal working hours are 17.5 per week. These hours are usually worked Monday to Friday, and *flexibly between the hours of 8.00am to 6.00pm, with one-hour unpaid break*. Variations to these hours must be agreed with your line manager.
- Your usual place of work will be 15 Dava Street, Glasgow, G51 2JA. You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties.
- Alternatively, you may also choose to work remotely from your home address. Working arrangements must be agreed with your line manager, based on the needs of the service.
You may be required to work from such other place as the organisation may reasonably require from time to time.
- Active on-call rota duties.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period

- You will be automatically enrolled into the People's Pension following successful completion of your probationary period, provided you meet the auto-enrolment criteria
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Person Specification – Volunteer Coordinator – Children & Families

Qualifications	Behaviour	Essential Knowledge
Qualifications		SVQ Level 3 or HNC level. Possession of, working towards or willing to work towards SVQ4 management.
		Desirable Knowledge
		Relevant degree Experience of managing projects or services. Experience of mentoring Volunteer work
Values and Competency	Behaviour	Essential Skills and Experience
Respect- Interpersonal Skills	Ability to build positive, trusting relationships with volunteers and young people from a diverse mix of backgrounds. Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives. Ability to sustain ongoing working relationships with challenging and often hard to reach young people. Ability to show empathy with young people with an open-minded and non-judgemental outlook. A commitment to championing the rights of those we support	Experience of supporting young people with a diverse range of issues. Experiences of working with challenging families Experience of coordinating events Experience of recruiting and managing volunteers and staff. Knowledge of mentoring approaches. Knowledge of current relevant legislation and policies relating to children and young people. Knowledge of the issues facing young people who are care-experienced and on the edges of care. A working knowledge of child protection procedures.
Integrity- Leadership and Accountability	Ability to work on own initiative and cooperatively with others as part of a team. Understanding and respecting the importance of confidentiality Understanding when confidentiality has to be breached in line with child protection or vulnerable adult policy and procedures.	Experience of developing and delivering training programmes and/or groupwork. Experience of adopting a professional and flexible approach in line with young people's lifestyles and cultures. Experience of multi-disciplinary working.
Compassion- People Focus	Commitment to provide a culture of safety, fairness and inclusiveness. Commitment to providing a culture where those we support are treated with compassion and unconditional positive regard. Commitment to putting the young people at the heart of the service.	Good organisational and time management skills Ability to work flexibly in line with the needs of young people and volunteers. The ability to build effective relationships with colleagues, referring agencies, volunteers and young people and their families Ability to maintain service user records in line with General Data Protection Regulations and confidentiality procedures. Ability to passionately promote the service to all stake holders

<p>Aspiration- Developing People and Services</p>	<p>Creating a culture where learning and development is promoted and encouraged Commitment to working as part of a team to enhance the service Ensure new goals are explored and opportunities are available for all children and young people on the service</p>	<p>Ability to motivate and inspire volunteers to complete their mentoring journey Ability to work towards performance targets to achieve agreed outcomes</p>
<p>Reflection- Continuous Improvement</p>	<p>A commitment to our aim of continuous improvement and reflective practice in all areas of our work. Commitment to continuous personal and professional development Exceed expectations to ensure the children and young people's needs are met</p>	<p>Flexibility with regards to working patterns. Ability to plan workload to utilise time and resources effectively. Ability to respond at short notice to crisis situations. Ability to manage on call response in line with service needs. Full driving license and access to a vehicle for job purposes is essential Ability to confidently manage and coordinate a workload of 15-20 mentors and mentees.</p>