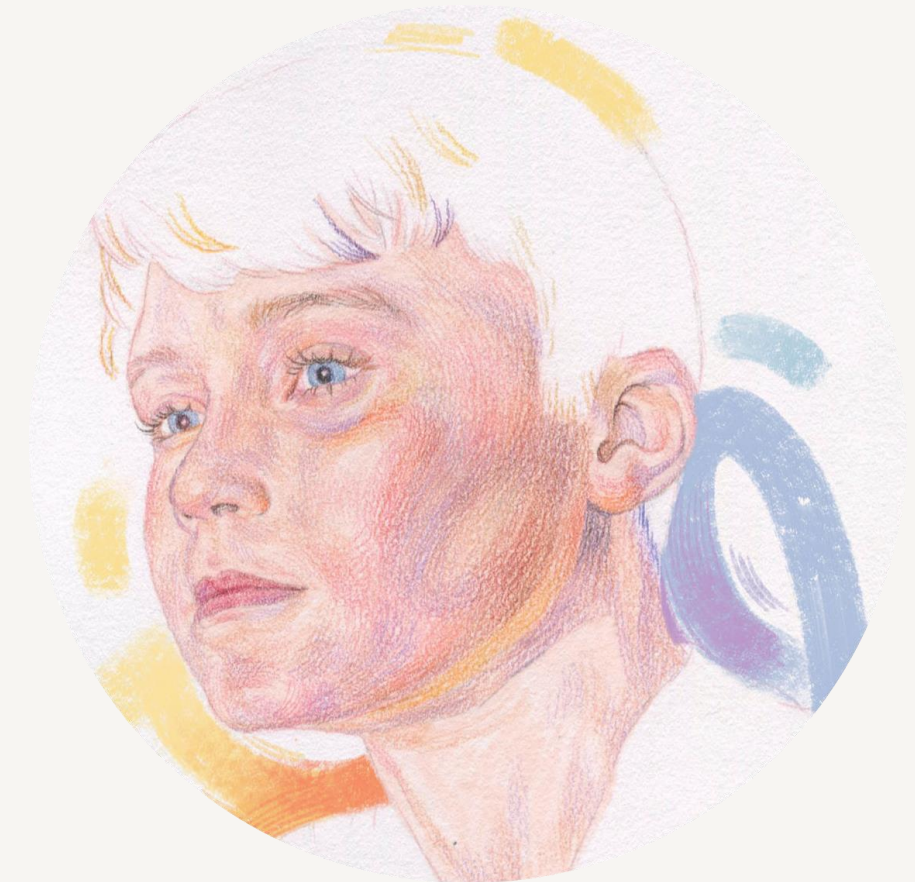


Right
There

Job Pack

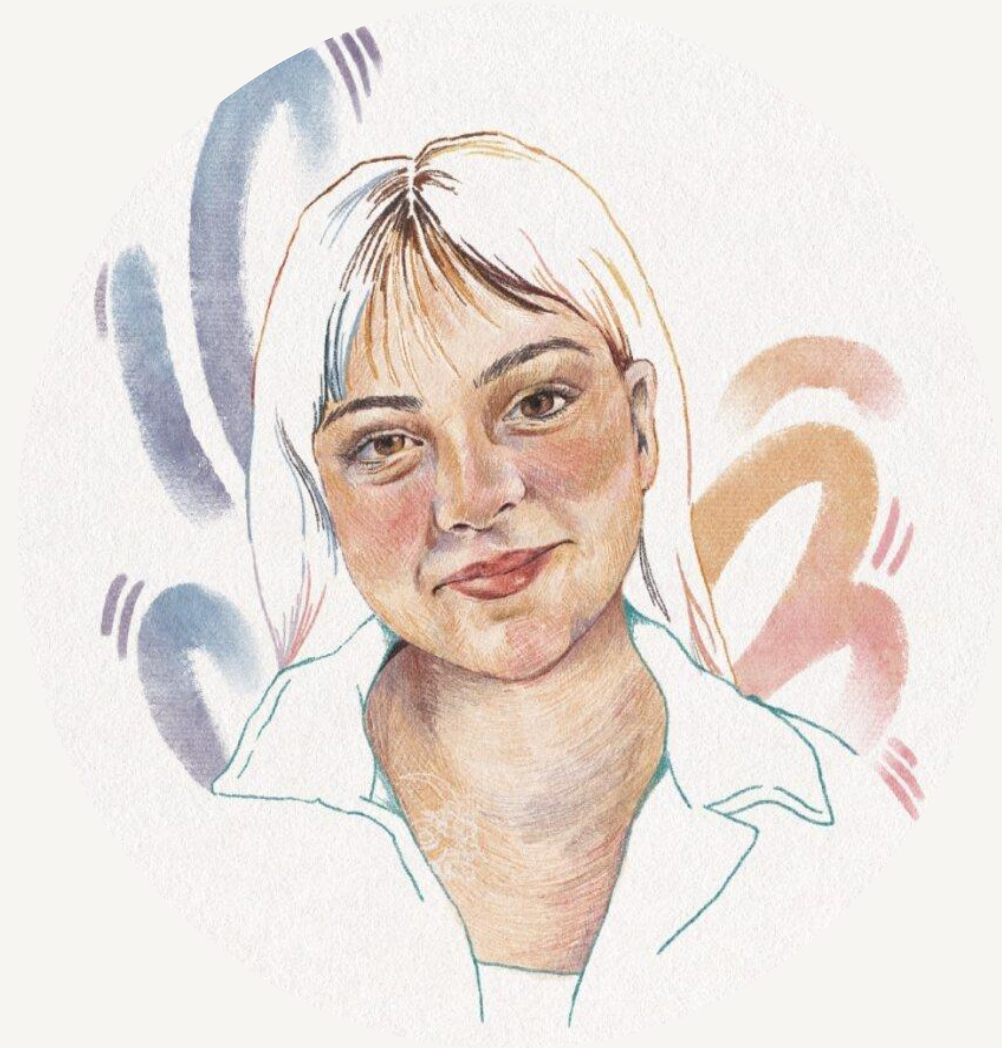
Volunteer Coordinator
(Part Time)

(July 2024)



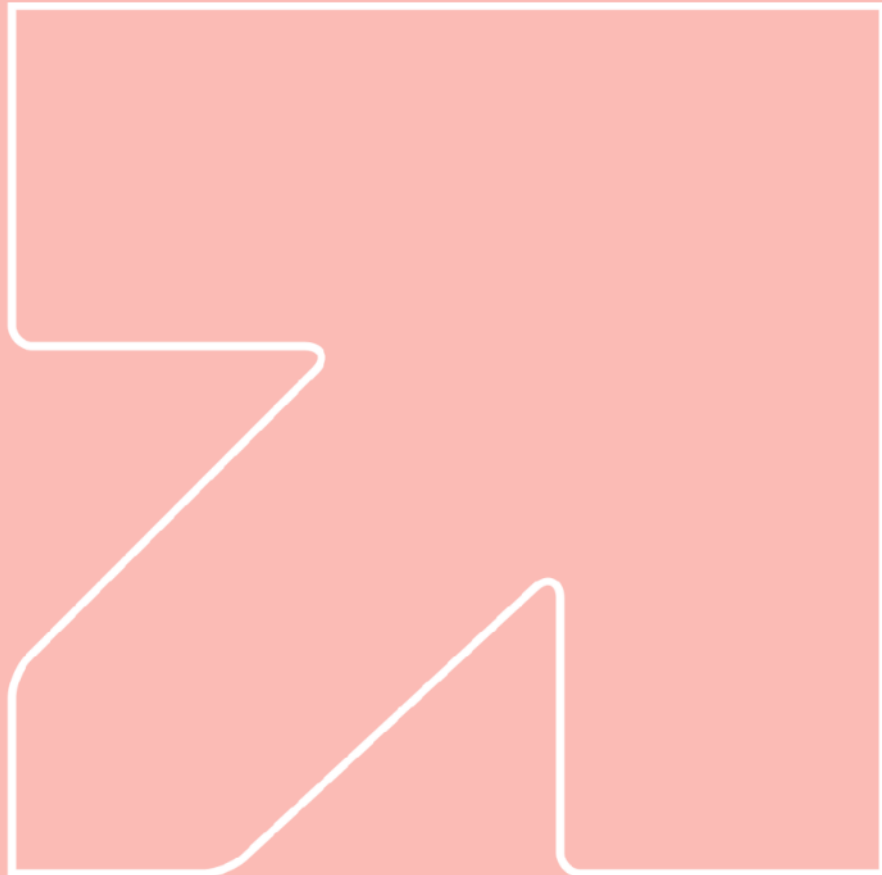
Job Purpose

Volunteer Coordinator



To co-ordinate and oversee the effective delivery of a community-based mentoring service for care experienced children and young people. 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 and the provision of additional supports to mentee's families as and when required. The post holder will also assist the Service Manager with the ongoing promotion and development of the service.

What's inside



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About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Main Role Responsibilities

- Volunteer Management including recruitment, training and regular support and reflection with Volunteer Mentors. Ensuring Volunteers are supported to undertake their roles effectively..
- Have a high standard of professional integrity with colleagues and other professionals.
- Confidently manage and coordinate positive, respectful and compassionate relationships between mentor and mentee, ensuring good boundaries setting. Providing additional support(s) to the mentee's family, as and when required. Focussing on individual strengths and aspirations and ensuring person centred planning and unconditional positive regard is undertaken by yourself and volunteers.
- Building upon existing strong relationships with social work, education and virtual schools and strengthening these relationships.
- Have detailed knowledge of other relevant services and create and maintain good working relationships with external partners. Representing Right There positively to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Liaise with referral sources, regarding new and existing Mentoring referrals.
- Ensuring accurate and factual record keeping at all times. Ensuring support plans for people we support are completed and updated in accordance with GDPR and confidentiality processes. Ensuring Risk Assessments are completed and updated for people we support.
- Ensuring the needs of the people we support are being met and signposting to relevant services where more support is required.
- Attend multi agency meetings as required and advocating on behalf of the people we support.
- Ensure that adequate safeguarding measures are in place for both mentors & mentees and participation in an On Call rota system as required.
- Contribute towards the design, delivery and evaluation of our programmes. Ensuring we are adopting a co-produced approach where possible.
- Contribute to the development and Coordination of a Support Group and Forum for Kinship Carers at Right There.
- Adhere to and contribute towards policies and procedures,
- Collate both qualitative and quantitative data as requested by Right There and our Key Partners and contributing to internal and external reporting as directed by your line manager.
- Ensure performance targets are continually worked towards to achieve agreed outcomes and positive destinations for the people we support.
- Investigating and resolving complaints by those we support and investigating any issues of misconduct within the organisation.

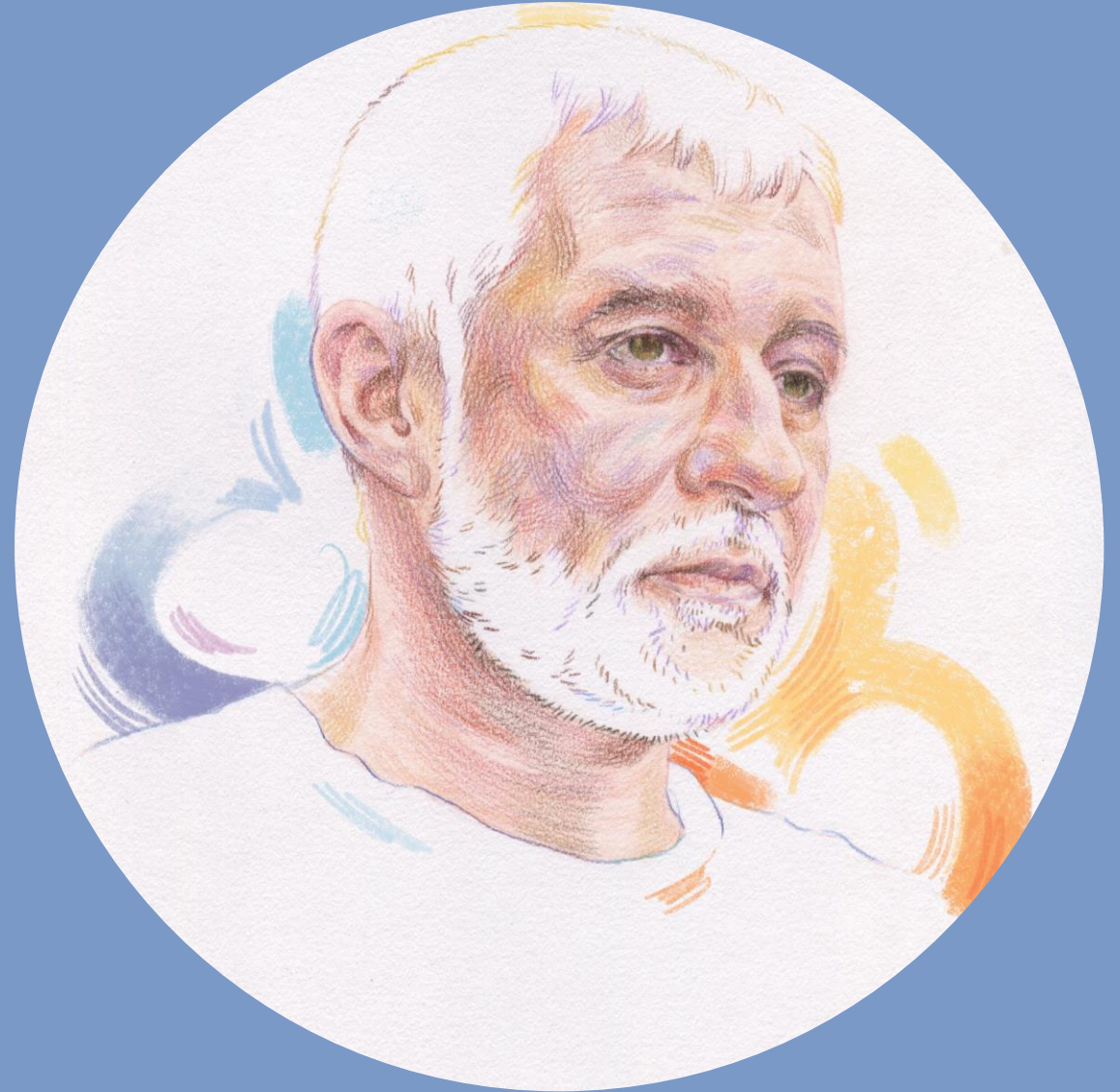
Roles & Responsibilities (continued)

Being a part of the Right There team:

- Positively Represent Right There to other agencies or services including Local Authority, Housing Services, Social Work and other relevant services.
- Be a proactive team member actively contributing to your service and the organisation's development and continuous improvement working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues, people we support and other providers, always upholding clear professional boundaries.
- Understand and respect the importance of confidentiality
- Ability to work towards performance targets to achieve agreed result
- Participate in meetings, training and reflective practice, share your learning experiences and strive for continuous personal and professional development
- Invest sustained effort in making a significant impact on service development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Adhere to Right There Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for

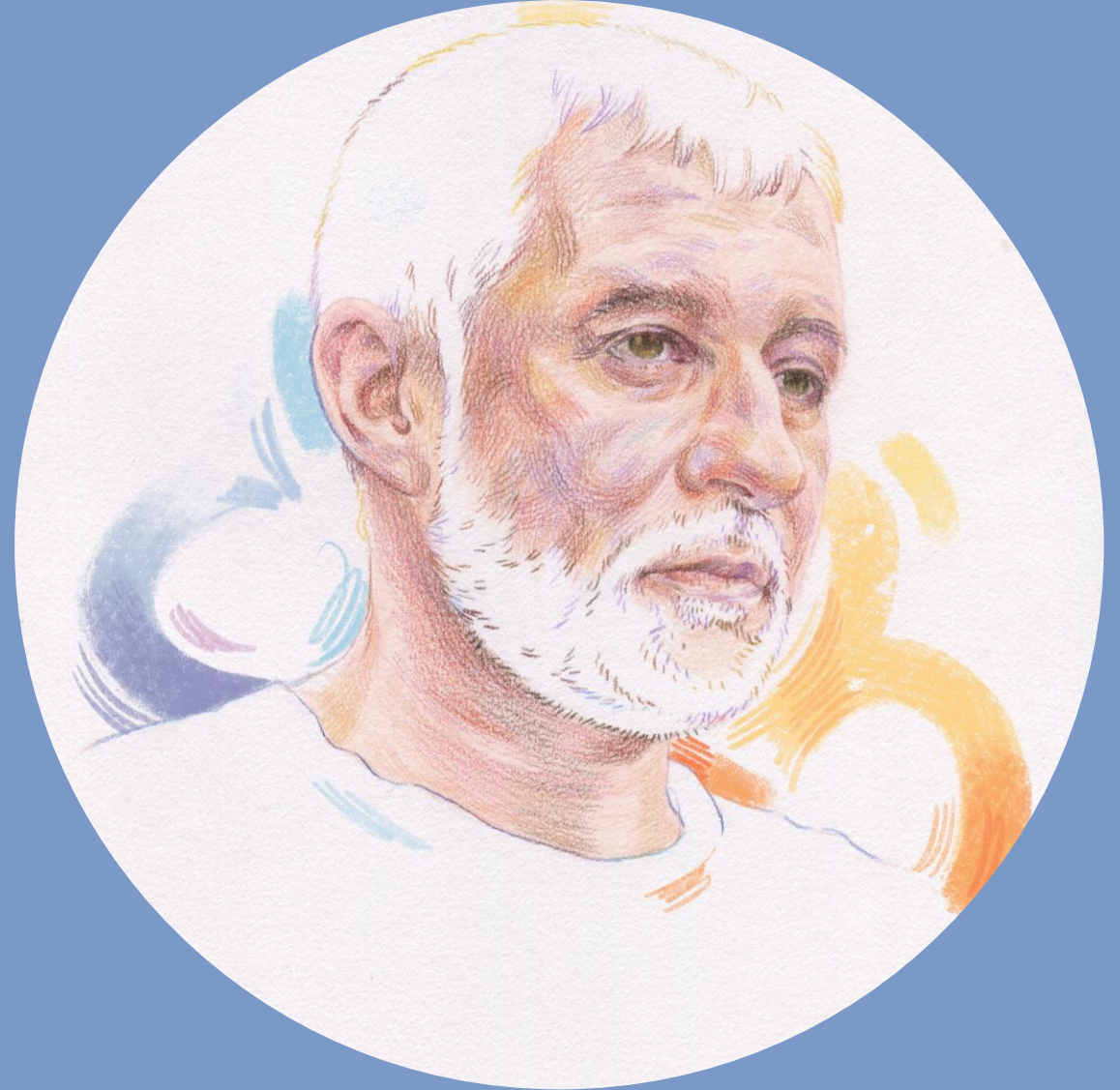
Essential skills and experience

- Knowledge of trauma informed approaches
- Commitment to ongoing CPD and ability to evidence this.
- Ensuring continuous professional development and identifying L&D opportunities relevant to the service
- Experience of volunteer and/or staff management
- Excellent time management and organisational skills
- Experience of supporting young people and families with complex needs.
- Knowledge of the issues facing young people who are care-experienced and/or on the edges of care.
- Knowledge of current relevant legislation and policies relating to children and young people.
- A working knowledge of child protection procedures.
- Experience of developing and delivering training programmes and/or groupwork.
- Experience of multi-disciplinary working.
- Experience of recording records in line with GDPR and confidentiality procedures.
- Flexibility with regards to working patterns
- Full UK driving license showing current address and access to a vehicle for work purposes is essential



Desirable Skills

- Experience of Mentoring or Volunteering
- Experience of coordinating events
- Experience of coordinating/facilitating support groups and/or forums.
- Knowledge of mentoring approaches.
- Educated to SVQ Level 3 or HNC level equivalent in a relevant subject
- Possession of/or willing to work towards SVQ4 management



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Role Details

Contract: Part time, permanent, 17.5 hours per week.
Salary: SCP 23-26 £26,036-£28,571 per annum, pro-rata
Reporting to: Children and Families Service 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 core 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 where appropriate. Working arrangements must be agreed with your line manager, based on the needs of the service
- Annual leave entitlement of 6 weeks per year (pro-rata) in the first year rising to 8 weeks (pro-rata) 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. Deductions will be taken from your salary in the month you will complete 3-months of employment
- 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.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

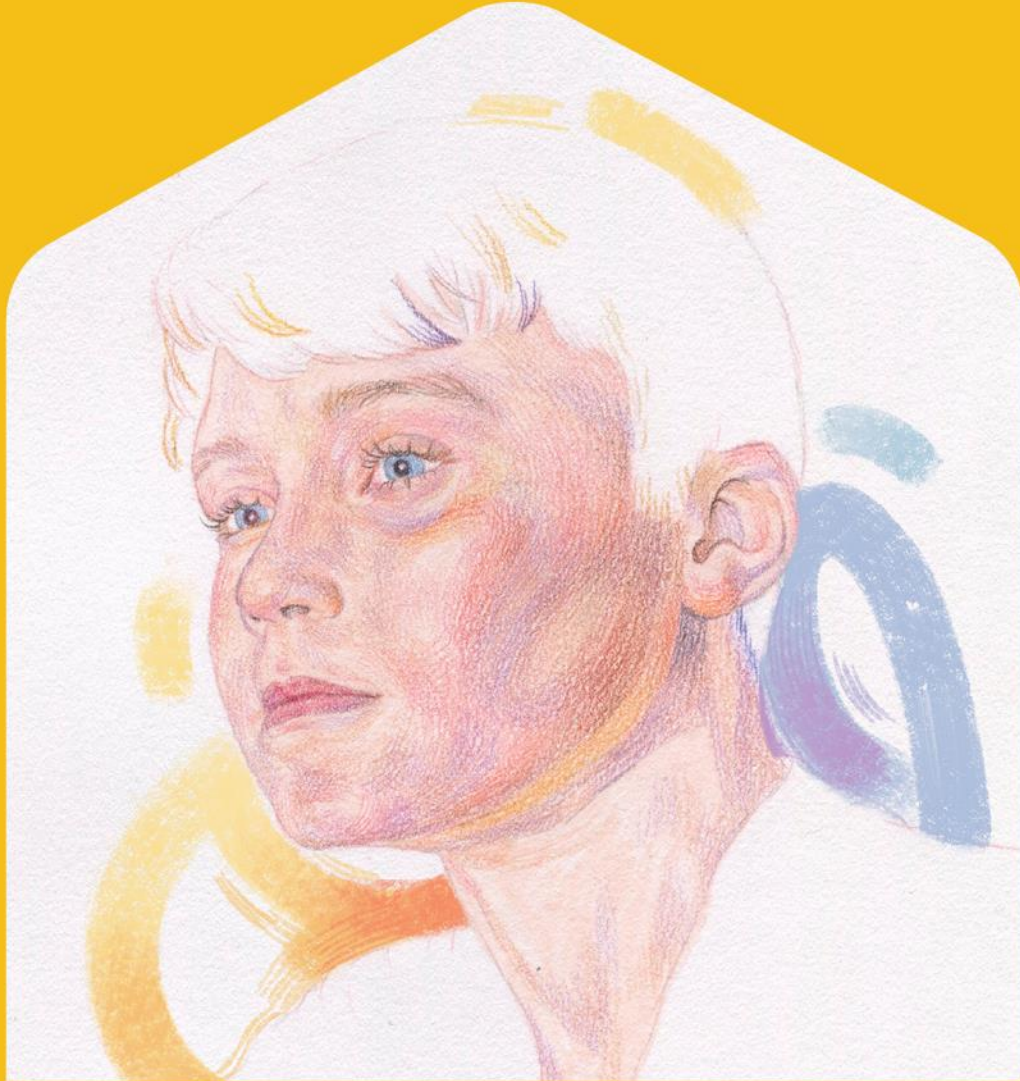
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Monday 21st October 2024

Email recruitment@righthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**