**Job Description: Volunteer Co-ordinator – Children’s Services – Scale 6**

**0.8 FTE – 4 Days per week**

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| 1. | **Job Purpose**  To lead and co-ordinate volunteering projects that contribute towards delivering against the Council’s priorities in relation to children’s safeguarding and family support. This post will directly support the delivery of volunteering schemes that contribute to improving outcomes for children and families across the Borough. This will involve working on a number of volunteering projects within the Council and working with a wide range of public, private and voluntary sector partners. The role of the co-ordinator will involve developing clear outcomes and targets for volunteering projects and ensuring that information is collated and reported that demonstrates the impact of those projects. The post holder will be responsible for the effective recruitment, training and supervision of groups of volunteers and ensuring that volunteers are well supported to carry out their volunteering role in line with the Council’s volunteering policy. |
| 2. | **Major Tasks**   * To actively recruit volunteers including processing applications, interviewing applicants, matching them to suitable opportunities and carrying out relevant checks * To develop volunteer ‘job roles’ and identify and arrange appropriate training for volunteers * To support, mentor and manage volunteers across a number of council led projects * To process any volunteer expenses relevant to the project * To develop appropriate outcome measures for volunteering projects and to ensure information is captured and shared relating to the impact of these projects * To work with the Group Specialist, Service Improvement and Efficiency to establish new council led volunteering projects ensuring that they are delivered in line with council policy and practice and that appropriate risk assessments are carried out * To develop and maintain good working relationships with other public, private and voluntary organisations that work with volunteers and assist in developing a network of volunteers across the Borough * To establish and support project steering groups that may be required in relation to specific volunteering projects ensuring regular update and impact reports are provided * Promote volunteering opportunities and project outcomes via the Volunteer Telford website, Facebook pages and other social media outlets * Support the delivery of any volunteer recognition events * To support the Group Specialist, Service Improvement and Efficiency to deliver the volunteering and volunteer marketing strategy * To raise awareness of the opportunities and outcomes relating to children’s services volunteering schemes |
| 3. | **Contacts**   * The post holder is in regular contact with the Group Specialist, Service Improvement and Efficiency, Team Managers and Service Delivery Managers. * The post holder will receive information relating to local priorities and will provide feedback on progress and outcomes relating to children’s services projects and volunteering schemes. * The post holder will be in regular contact with the public on a one to one basis carrying out interviews, placing within appropriate volunteering opportunities and providing regular supervision of volunteers * The post holder will have regular contact with a wide range of partners, ward members, customers and residents; this may be to progress specific projects and tasks. * The post holder is required to communicate daily with their team in order to pass on and receive information and ensure regular communication is maintained to ensure the project is run efficiently and effectively. * Contact may be made with other Officers across the Council for the purpose of information exchange and where appropriate to progress specific projects and tasks. * The post holder will coordinate and oversee a number of volunteers who are supporting the delivery of local projects or Council services |
| 4. | **Creative work**   * The post holder will be required to take a creative approach to developing and implementing new volunteering projects and to recruit volunteers to existing schemes such as the FGC Ambassador project. * The post holder will be required to develop creative ways of monitoring and reporting project outcomes and progress and reporting these to a number of audiences * The post holder will be required to respond to customer comments and complaints showing appropriate sensitivity and understanding and ensuring that all staff and volunteers respond to any subsequent change in procedure or practice. * Will use professional judgement when working with internal and external contacts to identify local solutions to accommodate channel shift and demand management requirements and initiatives that support the Service Plan. |
| 5. | **Decisions made**   * The post holder will make decisions in respect of designated tasks and duties relating to the recruitment and management of volunteers * The post holder will make recommendations for improvement which may result in changes to procedure or practice. |
| 6. | **Supervisory Responsibility**   * The post holder is directly responsible for the management of a number of volunteers and will also co-ordinate the work of Parish Environmental Teams, contractor operatives etc. to ensure that work is done safely to the correct standards and that appropriate procedures and regulations are followed. |
| 7. | **Supervision Received**   * The post holder is responsible to the Service Delivery Manager, Children in Care and Leaving Care and will work with some supervision with responsibility for planning and arranging their own work programme * The post holder will work within existing Council policy and guidelines in relation to volunteering |
| 8. | **Complexity**   * The post holder will need to be able to solve problems as they arise and be able to react appropriately to events and an environment that changes frequently. * The post holder is expected to organise and prioritise their own workload. * The post holder will be required to undertake evening and weekend working which will involve some lone working. * The post holder will be required to use professional expertise to complete a diverse range of tasks and functions which will impact upon a wide range of Council and Public and Voluntary Sector services. This involves working within a complex environment and requires a good understanding of a wide range of policies and practices within these organisations. * The post-holder must be able to understand and communicate complex information including legislative information to a wide range of individuals. * The post-holder must be able to interpret council policy, regulations and codes of practice to ensure the Council effectively performs its statutory duties. * The post holder is required to have a sound knowledge of a wide range of children and family support service activities. |

**Person Specification: Volunteer Co-ordinator**

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| Criteria | Standard |
| Qualifications | * English and Maths A-C GCSE * Level 3 Qualification in an area relevant to children’s services |
| Knowledge | * A good understanding of the policies and procedures required to effectively recruit and support volunteers * Knowledge of the principles and practice of project management * An understanding of how to support, manage and motivate volunteers * An understanding of the challenges currently facing the public and voluntary sector * A good understanding of how to monitor and evaluate the impact of a project * An understanding of the Council’s channel shift and demand management agendas * A good understanding of the Council’s Strategy and priorities |
| Skills | * To be committed to customer care and to providing an efficient and effective quality service * Possess good interpersonal, written and verbal communication skills with ability to talk to people face to face, on the telephone and in writing * Be able to work with own initiative and work in a team environment by developing effective and constructive working relationships with colleagues * The ability to organise a network of volunteers * Work under pressure and have good organisational skills to manage workload effectively * Ability to develop and implement effective project monitoring systems |
| Experience | * Experience of successfully developing and implementing volunteering projects * Supporting and mentoring volunteers through their volunteer journey * Working to and meeting targets * Working in a political environment * Extensive of developing and delivering projects that support improvements to health and wellbeing * Experience of working with partner organisations including Town and Parish Councils and the voluntary and community sector |
| Personal style and behaviours | * Have the utmost integrity and discretion for personal and confidential information. * Excellent communicator. * Understanding, positive, proactive and good at motivating. * Be able to identify, assess and manage risk * Must be able to work flexibly, including evening and weekend working as necessary * As a council employee you will be supported and expected to demonstrate the Core Behaviours as attached to this Job Description and Person Specification. Please note that these may be updated from time to time and are available on the Council’s intranet pages. |

***We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage.  This person-specification includes what we believe are fully justifiable essential and desirable selection criteria.  Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.***

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| Type of criminal records checks required for this post | Ticked as required |

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| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure | √ |
| Working with Adults - Regulated Activity | √ |
| Working with Children - Regulated Activity | √ |

***Information on types of criminal records checks is available at***

[***https://www.gov.uk/disclosure-barring-service-check***](https://www.gov.uk/disclosure-barring-service-check)

**The Core Behaviours**

Set out below are the 5 key Core Behaviours that we support and expect our managers and our employees to model and what they mean in practice.

**Manage the Customer Experience?**

* **We will support and expect our managers to:**
* Role model ethical behaviour and integrity
* Develop positive working relationships with partner organisations to provide meaningful and cost effective services for our customers
* Identify opportunities to ‘manage demand’ and ‘channel shift’

**We will support and expect our employees to:**

Act in the public interest at all times

* Provide effective and efficient services to customers, involving them in decisions that affect them and making sure that “every contact counts”
* Embrace the use of new digital technologies in support of our channel shift plans
* Listen to and learn from customer comments, compliments and complaints

**Respond and Adapt to Change**

**We will support and expect our managers to:**

* Lead organisational change, at pace
* Help individuals to understand their role in reshaping the organisation and being the change
* Recognise the impact of change on employees and support their wellbeing

**We will support and expect our employees to:**

* Embrace, shape and positively take forward change
* Think creatively and innovatively and challenge how we do things
* Be willing to go that extra mile
* Embrace flexible and creative ways of working
* Take responsibility for their own wellbeing

**Develop Yourself**

**We will support and expect our managers to:**

* Recruit employees who demonstrate our co-operative values and behaviours
* Plan for future workforce requirements and identify future managers and leaders
* Allow employees the freedom and confidence to make decisions and to take informed risks
* Support employees to continually find opportunities to learn and develop and encourage self awareness

**We will support and expect our employees to:**

* Take responsibility for their own learning and personal / professional development
* Reflect on their own practice, invite feedback from others and learn from it
* Be aware of their own impact on others

**Communicate Effectively**

**We will support and expect our managers to:**

* Communicate the council's vision, priorities and values to team members in a way that is meaningful
* Engage with and listen to team members and value their ideas and contributions
* Recognise good performance, provide constructive feedback and where necessary, address performance issues

Communicate decisions with openness and transparency

**We will support and expect our employees to:**

* Build positive relationships with others, based on open and honest communication
* Be a positive, active member of the team, engaging in one-to-one discussions, team meetings and employee engagement forums
* Share their ideas and listen to other people's contributions

**Leadership**

* **We will support and expect our managers to:**
* Build, develop and lead high performing teams with the right skills, attitudes and behaviours
* Provide clear direction and accountability boundaries for team members
* Motivate and empower team members by trusting them to get on and do a great job
* Manage the business, optimising the use of people, finance, data, assets and outcomes

**We will support and expect our employees to:**

* Take responsibility for understanding their role and how it fits into the council's vision
* Live our Co-operative values in all that they do
* Be an ambassador for the council inside and outside work
* Think creatively and challenge where appropriate