



Role Profile

Job Title: Volunteer Co-Ordinator	Grade/ Level: M	Post Number: P/A
Directorate: Children's Services	Job Family: Restorative Youth Services	Date Prepared: March 2017

Role reports to (Job Title): Business/Operational Manager

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

The recruitment, training, supervision, management, deployment and development of community volunteers working with the Youth Offending Team (YOT) and wider Restorative Youth Services in support of statutory and Court ordered processes.

Key Accountabilities:

- 1) To directly supervise community volunteers to offer personal and professional support in identifying progress and further support or training and recruitment needs, and to highlight concerns and positive events as well as to ensure safe and effective practices for child protection, health and safety and lone working.
- 2) Organise, monitor, control and co-ordinate volunteers, rotas including panels, AA, reparation and one-to-one, to identify and assist the ongoing development of procedures and guidelines to ensure an efficient and effective service.
- 3) To manage volunteer and young people placements, ensuring that the relationship is safe and effective for volunteers and young people, based on risk assessment.
- 4) To provide ongoing advice and support to mentors, advising and arranging for volunteers to work with RYS case holders; and monitoring quality against predetermined targets or best practice.
- 5) To organise suitable reparation activities with external agencies and to prepare risk assessments for such activities in accordance with Yot policies and procedures.
- 6) To establish and maintain concise and accurate records of volunteers, their tasks and hours in order to collate reports and statistical output to show the effectiveness of the service.
- 7) To provide support to other posts within RYS to cover peak periods; absences; and other essential or time critical work demands so that the overall function is maintained at all times.
- 8) To organise, attend and facilitate training, meetings and Appropriate Adult role as required. This will include some evening and weekend work.

9) To appraise volunteers according to the prescribed RYS policies and procedures	
Supplementary Accountabilities: <ol style="list-style-type: none"> 1. The recruitment, management, and development of community volunteers to act as mentors to young offenders. 2. To attend relevant training and to be aware of current practices and procedures for volunteers in order to be able to develop the role of the volunteer within the Yot. 3. To manage relevant budgets associated with expenses and gifts. 	
Job Scope: 50 Community Volunteers	Job Scope: <i>Direct responsibility for financial resources and / or physical assets</i> Budget: £3,000 pa Assets: sundry IT equipment including i pads

Knowledge and Experience: <ul style="list-style-type: none"> • Educated to GCSE Level or equivalent in English and Maths. • Excellent communication, interpersonal and people skills with people at all levels. • Good working knowledge of spreadsheets, word processing and databases. • Strong organisational, coordination, prioritisation and supervisory skills. • Ability to use own initiative and to work to tight deadlines. • Knowledge of budgeting procedures. • Knowledge of guidelines and laws governing the use of volunteers. • The ability to train other people taking into account individual learning styles. • Effective training and presentation skills. • Awareness of diversity and cultural differences. • Must be able to drive or have equivalent mobility. • Will be required to work some weekends and out of hours. • Need to work in various locations and is required to meet volunteers at their convenience and not necessarily in a normal office environment or during normal office hours. • Minimum of Level 3 Child Protection training • Knowledge of child protection procedures. • Must have attended a Train the Trainers course • Understanding of safer recruitment processes • Awareness of producing risk assessments
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Decision Making: <ul style="list-style-type: none"> • Coordinate and organise appointments for all community volunteers. • Determine and produce regular duty rotas. • Allocate volunteers with suitable young people, including offenders, monitoring progress in consultation with case holders. • Prepare and deliver training material. • Resolve any issues and concerns that arise where necessary. • Establish appropriate spreadsheets and record data input for information purposes. • Need to make decisions around safety and child protection disclosures.

Contacts and Relationships:

Written

Policies and procedures, prepare reports for Yot management, Board Members and Magistrates. Produces rotas and volunteer newsletters. Emails, spreadsheets, responds to reference requests on behalf of volunteers, recording of data. standard and non-standard letters

Verbal

Communication both in person and by telephone. Advice and information to community volunteers, staff members and young people and their families. Attendance and participation at meetings and forums. Training of other people. Interviews, trains and holds supervision, appraisal, and support sessions for volunteers both individually and in groups.

Creativity and Innovation:

- Produce spreadsheets for statistical, record and diary information.
- Produce regular newsletters for community volunteers.
- Assist in the development of policies and procedures with RYS management.
- Writing of standard and non standard letters and other documentation.
- Identification and implementation of improvements in service delivery.
- Use a range of techniques for training sessions for volunteers to accommodate different learning styles.
- Develop innovative ways to utilise voluntary resources within the YOT and to make them feel “part of the team”.
- Address the issue of how to attract and recruit new volunteers.

Emotional Demands of the job:

- Working closely with young offenders. Including lone working at client’s homes, in the car and other premises.
- Working with vulnerable young people who may be at risk of abuse.
- Dealing with potentially violent and aggressive clients.

Job Specific Competencies

Features of the role:

- Lone Working
- Potentially aggressive and violent clients

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,?”

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: