

## Community and Volunteer Engagement Coordinator

<b>Role Title:</b>	Community and Volunteer Engagement Coordinator (AFC and Skills 4 Life)
<b>Base:</b>	15 hours in an AFC Family Hub - Worcester City/Malvern Hills or Wychavon. 15 hours working remotely and in the community (Worcestershire).
<b>Reporting to:</b>	Team Manager
<b>Responsible for:</b>	Volunteers
<b>Contract Type:</b>	Permanent
<b>Hours</b>	30 hours per week
<b>Grade:</b>	£23,405 per annum (pro-rata)

### **About YSS**

We are a charity that helps people to help themselves, and we've been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist. We provide a wide variety of community-based support for people and are often described as the 'glue' between those at risk of social isolation and the wider mainstream society.

We run a diverse range of services working with 7- to 70-year-olds but our aim is always the same – to help people to break through barriers and to achieve their potential. Our website - [www.yss.org.uk](http://www.yss.org.uk) - contains further information about YSS and all our projects and services.

### **Background to the role**

This role combines work across two of YSS' current services;

#### **Action for Children South Worcestershire Starting Well Partnership**

Since 2014 YSS have been working in partnership with **Action for Children**, recruiting volunteers to support parents, families, children and young people across Worcestershire. We believe it is important that children and young people grow up safe from harm, to reach their potential and to lead happy, healthy, and fulfilled lives.

Action for Children supports families by building community capacity, delivering parenting groups and by offering friendly signposting and support at their family hubs. Volunteers are at the core of this delivery and YSS are commissioned to provide a team of Volunteer Coordinators.

As Volunteer Coordinator, you will be responsible for the recruitment and training of volunteers from the local community in accordance with the AFC volunteer policy, as well as the ongoing training and management of volunteers currently working across a variety of services.

Your role will be based two days a week in one of the AFC Family Hubs, with the expectation that you travel within the county to meet volunteers in the community when required.

### **Skills 4 Life.**

The other half of this role is funded by the Smallwood Trust who provide grants to organisations and individuals and work with selected partners to help women overcome financial adversity and to improve their social and emotional well-being.

YSS will use its network of current services, staff teams and volunteers across West Mercia to provide one-to-one and group sessions to women aged 18 years and over.

The sessions will incorporate, where appropriate, the Barclays Bank Life Skills modules linked to financial resilience/stability, employment stability, stable accommodation and health and wellbeing.

Generic information, advice and guidance sessions will also take place to increase emotional and physical wellbeing and improve women's education employment and training opportunities.

You will work two days a week on this project, both in the community and remotely.

## **Key Responsibilities**

### **AFC role (15 hours a week)**

- Responsible for the ongoing training and support of volunteers (including regular news updates, wellbeing supervisions and support group meetings).
- Be a point of contact from a volunteer wellbeing perspective.
- Support AFC's Community Development team by identifying and providing volunteers and matching them to areas of need.
- Support volunteers on a range of volunteering projects and initiatives.
- Provide full administrative support for volunteers in accordance with the AFC volunteer policy.
- Take responsibility for the retention of volunteers by organising/attending volunteer group meetings, maintaining regular phone contact with volunteers etc.
- Proactively generate a pipeline of new volunteers with innovative recruitment processes.
- Receive & check volunteer expenses forms.

### **Skills 4 Life role (15 hours a week)**

### **Session Delivery**

- Assist in the production and dissemination of marketing materials.
- Attend internal team meetings to raise awareness and explain staff and volunteers' role within the service.
- Coordinate and assist in the delivery of bespoke one-to-one or group Skills4Life sessions internally and externally.

## **Data and Quality assurance**

- Implement Skills4Life data collection processes across the organisation in collaboration with your Line Manager
- Collect and collate monthly data from each YSS service and input onto management information system.
- Ensure the validity and integrity of the data through robust quality assurance.
- Undertake all associated service administration.
- Produce case studies.
- Assist in the production of quarterly and annual reports for internal and external dissemination.

## **Use of Volunteers**

- Where appropriate assist in the recruitment, selection, and training, of female Skills4Life volunteers from local communities.
- Provide support and supervision to Skills4Life volunteers.
- Maintain contact with volunteers via the phone/email, organisation of group meetings, training and social events, preparation, and distribution of quarterly news updates.
- Carry out risk assessment as appropriate and ensure that volunteers are working in a safe and appropriate manner and in accordance with YSS policies and operational procedures e.g. lone working, health and safety, child and adult safeguarding, risk, confidentiality etc.
- Provide a “buddy system” for volunteers.

## **Service User**

- Deliver a service that ensures the needs of the service user are at the heart of “everything we do”.
- To ensure service user involvement principles are embedded into all areas of service delivery.
- To recognise and support diversity, adapting practice as required.

## **Other Duties**

- To create and maintain appropriate quality case management records either electronically and/or in manually written case files including accurate logs of all contact time direct/indirect and other.
- To participate constructively in supervision and team meetings with line manager and undertake appropriate training as required and appropriate.
- To understand and actively promote the vision, values and profile of YSS and (service) both internally and externally.
- Where required, work with colleagues to ensure the safe and appropriate use of volunteers on all projects.
- To undertake any other reasonable duties after consultation as deemed appropriate to the role and task.

## Notes

- This post is developing within a fast-moving environment and is subject to change without effecting the overall character and level of responsibilities of the role.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with YSS policies.
- It is expected that weekend and evening work will be a feature of the role from time to time and will be a requirement of the post holder.
- There will be regular travel across Worcestershire therefore access to a car or the ability to travel independently across the region is essential.
- YSS value people as individuals with diverse opinions, cultures, lifestyles and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates to help us reflect our world and the communities we work alongside.
- Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references, verifying qualifications, identity checks, and an enhanced (Disclosure and Barring Service) DBS check.

You must have the right to live and work in the UK to be considered for this role.

## Community and Volunteer Engagement Coordinator – Competencies

	<b>Behaviors, skills &amp; experience</b>
<b>Skills &amp; experience</b>	<ol style="list-style-type: none"> <li>1. Relevant qualifications and experience appropriate to the role (Social Work / Probation / Health / Education / Youth Work/Management) or evidence of transferable skills / experience.</li> <li>2. An understanding of the factors that contribute to social and economic exclusion.</li> <li>3. Good ICT skills, including knowledge of Microsoft Office applications.</li> <li>4. Good literacy and numeracy skills.</li> </ol>
<b>Communications and collaboration</b>	<ul style="list-style-type: none"> <li>• Communicates appropriately and consistently across multiple stakeholder groups.</li> <li>• Respectful of confidential information and with high personal integrity and discretion</li> <li>• Ability to prioritise, plan and organize to manage workload.</li> <li>• Builds professional relationships and networks based on trust.</li> <li>• Represent YSS in a professional and credible manner.</li> <li>• Understands the principles of risk management</li> </ul>
<b>Leadership and change</b>	<ul style="list-style-type: none"> <li>• Considers the views of multiple stakeholders.</li> <li>• Can self-manage, lead and support people through periods of change.</li> <li>• Recognises their role in the wider organisation and understands the impact of actions upon the wider business.</li> <li>• Upholds higher standards of professional behaviour.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Sets service quality standards as part of a team.</li> <li>• Provides support and guidance to colleagues and external agencies.</li> <li>• Can work towards joint solutions with service users and colleagues</li> </ul>
<b>Valuing diversity</b>	<ul style="list-style-type: none"> <li>• Understanding and commitment to diversity and equal opportunities.</li> <li>• Openness to recognise and challenge your own bias's.</li> <li>• Able to recognise others' needs in the workplace</li> </ul>
<b>Customer focus</b>	<ul style="list-style-type: none"> <li>• Ability to act as an external consultant with partner agencies to design and tailor bespoke solutions.</li> </ul>
<b>Think critically</b>	<ul style="list-style-type: none"> <li>• Utilises problem solving tools and techniques, looks at all the options and seeks to identify solutions.</li> <li>• Demonstrates accuracy and detail consciousness in task completion.</li> </ul>
<b>Continuous improvement, learning and innovation</b>	<ul style="list-style-type: none"> <li>• Consistently learns about practices, policies and strategies that contribute to social inclusion.</li> <li>• Contributes to the learning and development of the organisation.</li> <li>• Is able to demonstrate how practice and services have improved, as a result of a learning culture</li> </ul>