

Volunteer Coordinator - Action for Children (AFC)

Role Title:	AFC Volunteer Coordinator
Base:	AFC Family Hubs - Worcester City, Malvern Hills, Wychavon districts. (Negotiable, to be discussed at interview)
Reporting to:	Team Manager
Responsible for:	Volunteers
Contract Type:	Temporary - maternity cover until the end of September 2024
Hours	15 hours per week
Grade:	£23,405 per annum (pro-rata)

YSS enables people to be emotionally resilient, to thrive and feel they belong to a community. We uphold people's rights and responsibilities and enable them to exercise these with dignity and respect.

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. We are looking for a flexible, hard-working and dedicated Volunteer Coordinator to complement this team.

The Role

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 primarily be based in one of the AFC Family Hubs, with an expectation that you travel within the county to meet volunteers in the community when required.

Summary of key responsibilities

- 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.
- Carry out risk assessment as appropriate and ensure all work is carried out in a safe and appropriate manner and in accordance with policies and operational procedures e.g. lone working, health and safety, child and adult safeguarding, risk, confidentiality etc.
- To recognise and support diversity, adapting practice as required.
- 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 undertake project self-administration including maintaining database records, recording, and monitoring regular statistics, assisting in providing data for monthly and quarterly reports, managing & updating information systems.
- To participate constructively in supervision and team meetings with Line Manager and undertake appropriate training as required and appropriate.
- Help to raise the profile and awareness of the South Worcestershire Parenting and Family Support Project and of YSS.
- 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.

Volunteer Coordinator – Competencies

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