

VOLUNTEER COORDINATOR METRO

Job Pack

Sova is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a Disability Confident Employer and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determines meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

Job Reference: VC1212 (please ensure you quote this reference on your application form)

Job Title: Volunteer Coordinator

Base: Birmingham

Salary Range: £20,502 - £22,253

Starting Salary: £20,502

Hours: 35 Hours per week, Full-time

Project Funding end Date: December 2018

Please do not send CV's as they are not an acceptable alternative to any part of the application form and will not be considered or read. Completed application forms should be submitted in Word format only and should be returned electronically to: recruitmentmidlands@sova.org.uk

Closing date: Midday Friday 21 April 2017

Interview date: 27 and 28 April 2017

METRO Volunteer Coordinator

Job Description

ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home.

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CGL, benefitting from being part of the wider CGL group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CGL and their work, please see their website www.cgl.org.uk.

CONTEXT

In a single year our volunteers typically give up the equivalent of 45,000 hours to support, befriend and mentor people who need them; to let them know there's someone on their side, to offer practical help, advice and guidance, as well motivation and understanding. Someone who can question, challenge and encourage without judgment.

Our volunteers improve the quality of services and programmes we provide and can give the time and attention to the people who need it most. We recruit people from all walks of life, people who have a desire to make a real difference, above all else. We work to create an environment that embraces diversity and reflects the people and communities we support. By recruiting volunteers from all corners of our communities, we believe we find the most talented people who are best placed to understand and provide much needed support.

Volunteers are at the heart of everything we do at Sova, and without them we simply couldn't operate. The Volunteer Coordinator role is critical in ensuring that we provide the right structure, training, and support for our volunteers to carry out this important work. The role requires excellent understanding, knowledge and expertise of recruiting and training volunteers to a very high standard and supervising their activities on an ongoing basis.

Core Competences

- To lead on the recruitment, interviewing and training of volunteers, ensuring all aspects of safer recruitment are adhered to
- To manage a pool of volunteers, ensuring that they feel supported and encouraged to engage actively in their volunteering activity
- To work closely with other members of the project team to ensure that volunteers are effectively matched to service users to ensure the best possible outcomes for the people we work with
- To work directly with service users participating on the project, in both custody and the community, and to support them in identifying their personal and/or group aims and objectives.
- To take responsibility for administrative tasks, including data inputting and collation; maintaining records; gathering information, general administration and to be self administrating.
- To process returns including monitoring returns, petty cash, sickness, expenses and other returns
- To carry out regular supervision with volunteers
- To deliver regular support group meetings for volunteers to attend, this includes provision of additional training as required and appropriate for the project.
- To contribute to project promotion and participate in project development and forward planning
- To network and liaise with other voluntary organisations and projects to ensure no duplication of work.
- To ensure Health & Safety and Safeguarding policies & procedures are adhered to throughout the project activities.
- To manage service user referrals, develop service user action plans and provide advice and guidance
- To take an active part in the end of project evaluation and dissemination of the lessons learnt from the project delivery as appropriate
- To maintain productive relationships with partners including attending meetings, preparing reports etc.
- To cover any appropriate aspect of other team members roles in their absence
- To contribute to meeting project targets and objectives

- To take part in regular supervision with line manager
- To participate in the general development of Sova through meetings, training and attendance of other events
- To carry out any other duties within the scope of the post

Attitudes and Behaviours

All Sova staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:

- Representing Sova in a professional manner on all occasions.
- Striving to improve and share good practice, and work towards continuous improvement
- Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
- Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external
- Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Role Profile – Volunteer Coordinator – METRO Project - Key Competences

Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.

The post holder will be able to:

Competences	E/D	Assessment criteria
	Essential Desirable	A – App Form I – Interview T – Test D - Documents
Administration		
Data inputting and collation, maintaining records, drafting letters, information gathering, carrying out general office duties	E	A,I
Communication		
Preparing reports, liaising with partners and funders, relating to colleagues, volunteers and beneficiaries, demonstrating competence in Microsoft Office	E	A,I
Management of time and workload		
Planning work; meeting deadlines	E	A,I
Support & supervision		
Supporting volunteers and staff. Providing supervision to volunteers and staff. Ability to work unsupervised Ability to support service users in both custody and the community	E	A,I
Liaison with partners		
Communication skills, preparation of reports	E	A,I
Work within organisational policies		
Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety, Child protection	E	A,I
Information Technology Awareness		
Microsoft Office experience, and aware and comfortable with Email, Facebook, MySpace, and E-social networking	E	A,I
Working with volunteers		
Recruiting, interviewing, training, matching, supervising volunteers	E	A,I
Training volunteers		
Training Qualification – PTTLs / equivalent or above	E	A,I
Experience of training groups	E	A,I
Experience of working with peer mentors and supporting services users to become volunteers	D	A, I
Monitoring processes		
Understanding of the purpose of monitoring and of monitoring systems	E	A,I
Safeguarding		
Knowledge of current thinking and policy developments in this area	E	A

Experience of working with offenders		
Accepting referrals, interviewing service users, preparing service user action plans, providing advice and guidance	E	A,I
Understanding of the circumstances and barriers existing for offenders.	E	A,I
Experience of teamwork in a pressured situation		
Working with others to effectively carry out all necessary duties in the timescales required.	E	I
SPECIAL CONDITIONS RELATING TO THIS POST		
Ability to travel as required, including where public transport is not available – Prison and Police vetting will be required for this post Please indicate on application form	E	A
DBS check required	E	D

Summary of conditions

JOB TITLE:	Volunteer Coordinator
BASE:	Birmingham
STARTING SALARY:	£20,502
SALARY TOP of BAND:	£22,253
WORKING WEEK:	Full time = 35 Hours
HOURS OF WORK:	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated.
PROBATIONARY PERIOD:	This post is subject to a 6-month probationary period. 1 week’s notice is required on either side during probationary period. Once confirmed in post, notice is 4 weeks either side.
CONTRACT:	This post is dependent on current funding until December 2018. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post whilst contractually funded.
HOLIDAY ENTITLEMENT:	26 days, plus all Public Holidays.
LEAVE YEAR:	April - March
PENSION:	Those meeting eligibility criteria will be auto enrolled with Standard Life
TRAVEL AND SUBSISTENCE:	All costs other than home to office are reimbursed according to regulations and within budget
CRIMINAL RECORD CHECK:	Yes
ACCESS:	Sova’s policy is to facilitate access for people with disabilities
SMOKING:	Smoking is not permitted in Sova buildings
ANY OTHER INFORMATION	There are no parking facilities at the Birmingham office base

Signed
 Job HolderDate.....
 Signed
 Line ManagerDate

Sova you.plus