

Support Officer – Mentoring and Volunteer Hub

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 determine 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: SO1234

Job Title: Support Officer

Base: Division Street, Sheffield

Salary Range: £19,482 – £21,147 (pro rata for part time hours)

Starting Salary: £19,482 (pro rata for part time hours)

Hours: 14 hours per week, Part-time

Project Funding End Date: March 2018

Closing date: Midday Tuesday 18 July 2017

Interview date: TBC

The post of Support Officer is an established grade within Sova and this role is to take responsibility for specific aspects of the Sova Yorkshire and Humber Offender Mentoring Hub. The projects involved in the hub; recruit, train and supervise volunteers to work with offenders in Sheffield, Doncaster, Rotherham and Barnsley.

The projects work to address the multiple barriers faced by disadvantaged offenders. The projects offer community mentoring and a range of intervention activities that aim to enable its participants to realise their full potential.

This role will involve supporting the recruitment and training of community volunteers and overall duties are detailed below.



All duties are to be carried out in line with Sova's current operating policies and procedures and any procedures of the partnership agency/funder that apply.

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. Completed application forms or any queries should be returned electronically to: recruitmentmidlands@sova.org.uk



Job Description

Job Title: Support Officer for Sova Yorkshire and Humber Offender Mentoring Hub
Base: Sheffield

We are passionate about making a positive difference to the lives of people who have a broad range of often complex needs that prevent them from engaging fully in their communities.

We enable people to identify and build on their existing strengths and to use these to develop new skills and pursue new opportunities. Our aim is to let people who are isolated or excluded know that we understand the issues and challenges they face, and that we will support them to shape their future.

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

The post of Support Officer is an established grade within Sova and this role is to take responsibility for specific aspects of the Sova Yorkshire and Humber Offender Mentoring Hub.

The projects involved in the hub; recruit, train and supervise volunteers to work with offenders in Sheffield, Doncaster, Rotherham and Barnsley.

The projects work to address the multiple barriers faced by disadvantaged offenders. The projects offer community mentoring and a range of intervention activities that aim to enable its participants to realise their full potential.

This role will involve supporting the recruitment and training of community volunteers and overall duties are detailed below.

All duties are to be carried out in line with Sova's current operating policies and procedures and any procedures of the partnership agency/funder that apply.

PRINCIPAL TASKS

1. To work alongside the Yorkshire and Humber CRC and CFO projects to recruit substantial numbers of volunteers to work with offenders in the community
2. To deal with all stages of the volunteer recruitment process within the region including DBS and following up references
3. To take responsibility for specific tasks, including data inputting and collation and maintaining volunteer records
4. To liaise with Yorkshire and Humber CRC and CFO projects around volunteer recruitment maintain and take part in volunteer recruitment and selection by participating when required.
5. To assist with the delivery of volunteer training as agreed with line manager
6. To provide 'first line' information and advice to volunteers.
7. To be self administrating, carrying out general administration and gathering information
8. To take part in regular supervision with line manager
9. To participate in the general development of Sova through meetings, training and attendance of other events
10. To cover any appropriate aspect of other team members' roles in their absence
11. To carry out any other duties within the scope of the post

Core Competences

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.

Person Specification – Support Officer – Sova Yorkshire and Humber Mentoring Hub

Key Competences

Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the identified 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
SKILLS / ABILITIES		
Administration: Use of Microsoft packages	E	A,I
Communication skills	E	A,I
Management of time and workload	E	A,I
Work to organisational policies	E	A,I
Working independently and as part of a team	E	A,I
KNOWLEDGE / UNDERSTANDING		
Working with volunteers	E	A,I
Monitoring processes	E	A,I,T
Needs of offenders and other disadvantaged groups	E	A,I
EXPERIENCE		
Working with volunteers	E	A,I
SPECIAL CONDITIONS RELATING TO THIS POST		
Enhanced DBS Check	E	I,D
Ability to travel as required, including where public transport is not available	E	A

Summary of conditions

JOB TITLE:	Support Officer Sova South Yorkshire Offender Mentoring
BASE:	Sheffield
STARTING SALARY:	£19,482 (Pro rata for part time hours)
TOP OF BAND:	£21,147 (Pro rata for part time hours)
WORKING WEEK:	Normal working hours are Monday - Friday, between 9 am and 5 pm. But this post will require the post holder to work some other hours. Overtime is not payable and Sova operates a time off in lieu system for any hours worked in addition to those stated.
HOURS OF WORK:	14 hours
PROBATIONARY PERIOD:	The post is subject to a six-month probationary period wherein one week's notice is required on either side. Once confirmed in post, notice is one month on either side
CONTRACT:	This post is currently funded until March 2018. Whilst all efforts will be made to secure continued funding, Sova can guarantee the post only until this date.
HOLIDAY ENTITLEMENT:	26 days per annum (pro rata for part time) plus all public holidays (pro rata for part time posts)
LEAVE YEAR:	April to 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:	An enhanced criminal records check is required for this post
ACCESS:	Sova's policy is to facilitate access for people with disabilities through reasonable adjustments
SMOKING:	Smoking is not permitted in Sova or Community Rehabilitation premises
ANY OTHER INFORMATION:	There are no designated parking spaces for Sova in Sheffield

Signed
 Job HolderDate

Signed
 Line ManagerDate