



# Senior Volunteer Coordinator

## Job Description

### Role Purpose

**Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:**

Co-ordinate the safer recruitment, induction, training and supervision of volunteers, ensuring they are well equipped to carry out their roles competently and confidently through the delivery of Volunteering led programmes that lead to positive and agreed outcomes for children in line with the organisational Business Plan aims objectives and contract requirement.

**In this role, you'll be responsible and accountable for:**

1. Developing meaningful volunteer roles, consulting with children, young people, and families if appropriate, and risk assess volunteering activities.
2. Supervising volunteers providing front-line delivery of services, which would include explicit responsibility for allocation of cases across all levels of the need-continuum, including safeguarding and child protection cases and arising issues
3. Offering advice and information to potential volunteers and external organisations through face-to-face, telephone and email contact.
4. Following Action for Children's Safeguarding Framework and complying with local authority reporting procedures.
5. Recruiting and engaging suitable volunteers in line with the Volunteering Policy, from external sources and service user groups as appropriate, following the safer recruitment policy.
6. Co-ordinating the development, delivery and organisation of a training programme for volunteers, ensuring compliance with the organisation's volunteer induction requirements.
7. Ensuring volunteers are adequately supervised by appropriate colleagues, in accordance with the Volunteering Policy.
8. Establishing suitable volunteer retention practices, to ensure that volunteers feel valued, included and informed.
9. Ensuring volunteers' details are stored securely and recorded on relevant local and national databases.
10. Providing quarterly reports on the volunteering programme activities, outputs, and impact as requested.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

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11. Undertaking training and other developmental activities as required, such as attending Volunteer Coordinators Forums

## To do this, you will have:

### Qualifications and training

1. Good standard of education to minimum level 3 standards for example; BTEch, NVQ L3, A Level.

### Skills, knowledge and experience

1. Working knowledge of Social Care, Children and/or Adults.
2. Experience of working with vulnerable families and working within a safeguarding framework.
3. Experience of organising and delivery of basic training
4. Effective use of IT applications appropriate to the role
5. Working knowledge of co-ordinating front-line service delivery and to demonstrate safeguarding and promoting the welfare of the child
6. Understand and reflect in daily practice an outcomes focused approach to working with children and young people and to keep children and young people at the heart of decisions
7. Demonstrates and acts as a role model for our organisational values that enables the leadership, direction and guidance of volunteers through the sharing of information and evidence in relevant practice.
8. Drives excellence in customer service and embraces and shares Action for Children Values and vision in working practice
9. Demonstrates and embraces understanding of and commitment to equality diversity and inclusion
10. Demonstrable planning and organising skill, and to also prioritise to lead to review and evaluation of workloads and service provision.
11. Creative approach towards continuous improvement through reflection on own practice and behaviour and to embed this into service improvements
12. Contributes to team/departmental objectives and decisions and an ability to work with others towards shared goals

### Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

## To do this, you will work with:

### Internal contacts:

Volunteers, Children Centre Coordinators and Centre staff

### External contacts:

Volunteer recruitment agencies, community groups and educational establishments

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## What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

### **For completion by the Reward Team:**

Operational Job Title: Senior Volunteer Coordinator

Panel approval: Reward Team

Job Family: Social Care

Panel date:

Grade: 6

Payscale Ref: SC60

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