

JOB DESCRIPTION

Job Number:	N2037
Service:	Operations Group - Learning and Achievement - Children's Centres and Traded Units
Job Title:	Volunteer and Community Co-ordinator (Early Help Services)
Reports To:	Community Services Co-ordinator
Main Purpose of Job: Briefly – what is the job there for and why is it being done? Please attach an organisation chart to show clearly, the department structure and where the job fits with this.	
Establish, maintain and co-ordinate the provision of a highly motivated and well trained volunteer force, in a cost-effective and timely manner, to support the Children's Centres in delivering a quality service to their clients in the context of Somerset's Early Help Strategy.	
Main Responsibilities and Duties: What needs to be done? – Describe the main responsibilities and duties required of the job. This should include responsibilities for the support or management of clients, employees, budgets, processes and equipment.	
<ol style="list-style-type: none"> 1. Co-ordinate and manage the recruitment of volunteers across a District through the development of a fully costed recruitment strategy to recruit a range of parent champions. 2. Establish a robust system to accredit, induct, evaluate and monitor volunteers. 3. Ensure a supply of suitable volunteers, in line with the recruitment strategy, and in line with the needs of the business. This will require an in depth working knowledge of Children's Centres, the Children's Centre Core Offer and the Early Help Strategy, which will necessarily be gained from consultation and review with stakeholders. 4. Maintain a visible, appropriate and supporting presence within the Children's Centres and Early Help Services, to support volunteers in their role, and trouble-shoot any issues. 5. Establish, with stakeholders, appropriate volunteering opportunities and role descriptions within the Children's Centres and Early Help Services, and skill-match the roles to volunteers. 6. Offer information, support and advice to volunteers, stakeholders, and other interested parties via telephone, email, face-to-face and presentations. 	

7. Ensure proportionate engagement in more affluent areas of the community (supporting the obligation of Universal Provision).
8. Establish links, and develop relationships with other volunteers using organisations, to facilitate best practice signposting of talent.
9. Foster excellent relationships with large organisations such as colleges, universities, hospitals etc, to advise of volunteering opportunities within the Children's Centres. This may include mounting local campaigns, canvassing and giving presentations to groups of various sizes.
10. Raise awareness of the importance, and relevance, of volunteering both within the Children's Centres, and in the locality.
11. Maintain a volunteer database and other administrative duties.
12. Ensure full compliance to any new legislation and directives relating to volunteering.
13. Attend meetings as required.
14. Devise and execute a system for recognising the efforts of volunteers, and ensuring that volunteers feel valued in their roles.
15. Devise and execute a system which ensures any reference requests are responded to appropriately and in a timely manner.
16. Conduct exit interviews with volunteers, to establish and monitor reasons for leaving, providing feedback to managers, and suggestions for improvement if necessary.
17. Ensure that each Children's Centre is treated individually, and no assumptions are made about volunteering needs. This will be achieved through research of requirements.
18. Work in conjunction with the Early Help Officer to ensure that the needs of each centre are met.
19. Co-ordinate requests from students to enable them to have work placements and/or volunteering experience.

Facts and Figures: Give facts and figures that help to give a picture of the job. This should include any statistics relevant to the job, for example the number of clients supported, type and value of equipment, resources or premises for which the job has responsibility, size of budgets controlled or which the job has some impact on and, if appropriate, numbers of staff managed.

The Centres typically operate over 5 days, from 8.30 am until 6.00 pm. There are occasional weekend and evening activities, and the postholder will need to be sufficiently flexible within their working week to accommodate this.

Each District would typically have up to 3 Children's Centres, and serve the needs of around 6,000 children. The District will be managed by the Service Manager.

The postholder will manage a small budget. The budget would provide for mounting campaigns, resources and advertising, also reimbursing volunteers for travel to training events.

Each centre will have different volunteering requirements, but typically, the postholder will be ensuring the constant provision of a minimum of 4 suitable volunteers per location. In a typical District of 3 Children's Centres, this will entail around 24 recruits to include volunteers in outreach delivery locations.

SUPPORTING PROCESSES

Problem Solving and Creativity: *Give examples of the problem solving and creativity involved in the job. This should include resolving issues over interruptions to work deadlines, priorities and changing demands. How often do these issues occur?*

This role will require some "imaginative thinking", in developing innovative volunteer recruitment practices, emphasising the benefits and rewards of volunteering.

Retention of volunteers is an ongoing problem, and the postholder will need to agree systems and processes to ensure the volunteers feel valued, and motivated.

The postholder will need to ensure that the workload is spread proportionately across the Children's Centres, in line with individual needs.

The needs of each centre will change regularly, and the postholder will need to ensure that they keep abreast of changes, and adapt and respond to those changes quickly.

Volunteers may need support with any difficulties they experience in their role, which they may not feel they can discuss with members of the Children's Centre. The postholder will need to remain objective, and work toward a mutually beneficial resolution, whilst observing any requested confidentiality.

Decision Making: *Give examples of the types of decisions which the job has responsibilities for making, including where appropriate those relating to resources, budgets and employees. Show where there is authority of freedom to act and where there is an impact via recommendations or advice.*

The postholder will need to ensure that volunteers are used appropriately, and in line with any legislation and policy. Any serious digression will need to be dealt with immediately by the postholder, with minor digressions dealt with appropriately in liaison with key Children's Centre staff, or the Service Manager - Early Help Services.

The postholder will need to evaluate the Health and Safety requirements of each volunteering situation, ensuring that full risk assessments have been completed appropriately, giving advice where required.

Plan and organise the volunteer recruitment strategy in line with district and county requirements.

Responsible for the recruitment of good quality volunteers, and allocating them appropriately, according to need and geography.

Physical Effort and Working Conditions: *Give details and the frequency of any special effort needed, including the prolonged or frequent use of IT equipment and describe any particular working conditions, other than those encountered in a normal office environment, to which the job holder is subjected eg noise, outside working, unpleasant surroundings.*

The postholder will work in a variety of environments, including offices, Children's Centres, and educational establishments, and will often work in a "hot desk" situation, with different IT equipment and facilities.

The role will include mounting campaigns, which may include prolonged periods of standing still, both indoors and outdoors, or walking areas distributing campaign leaflets door to door.

The postholder will be required to travel in order to visit volunteers and families and deliver services from a variety of centres and community buildings.

The postholder may occasionally be working on their own (in accordance with SCC's lone working policy) and may be required to travel across the county and/or work from a number of delivery points as and when required.

There may be occasions when the postholder may be flexibly deployed to other parts of the service where their skills in working with families could usefully support service needs.

Contacts and Relationships: *Give details of the range and type of people within the Council or external organisations and including the recipients of services it is necessary to contact in order to carry out the responsibilities of the job. What is the range and purpose of the contact eg providing information or advice, directing, monitoring, influencing, motivating.*

The postholder will necessarily need to possess excellent interpersonal skills. They must possess the ability to converse, and build good relationships with people from all walks of life. This might include county councillors, business leaders, centre management, parents, staff and volunteers. This rapport will be key in ascertaining and matching needs, and accessing new avenues of volunteer recruitment.

The pos holder will need to have regular contact with the Service Manager - Early Help Services, and key Children's Centre staff, be it in meetings or ad hoc, to ensure that they fully understand requirements.

Additional Information: *Anything else which is relevant to the job which is not adequately covered elsewhere.*

None.

Knowledge, Skills and Experience: (To be completed by the Line Manager) *The minimum general education standard, qualifications, training and level of experience required by the job holder to be fully effective in the job. Note that this information should relate to the requirements of the job and not what may be available from existing job holders.*

Ideally, the postholder will be of graduate calibre.

They will ideally come from either a background in Human Resources, Voluntary Sector (with a responsibility for recruiting volunteers), or be an Early Years practitioner.

Essentially, the postholder will need extensive experience of recruiting and retaining people, either in the voluntary sector, or in employment. A sound understanding of HR best practice is very desirable.

Exposure to the workings of a Children's Centre, or other similar environment which provides a diverse offer to address a social need, would be a distinct advantage.

An understanding of the 2004 Children Act is required. Personable, sensitive with listening skills, organisational, IT and budget management skills.

Agreed that the Job Description is a fair and accurate statement of the requirements of the job:

Job Holder: Date:

Line Manager: Date:

Designated Senior Manager: Date:

November 2013