

Volunteer Coordinator Job Description

Post Title: Volunteer Coordinator
Project: Criminal Justice – Peer Support
Based: Greater Manchester
Salary: £24,000.00 per annum
Hours: 37.5hrs per week
Contract: Permanent

Job Summary:

Our vision at CLI is that everyone feels a part of their community and can achieve their potential. We provide a pathway into new, healthier, and positive lifestyles for people through mentoring, one-to-one support, group activity and volunteering so people can develop the skills and community connections to enable them to sustain positive change. To make our vision possible, we are seeking a passionate, motivational, and dynamic Volunteer Coordinators who will provide operational oversight and continuous personal and professional development of a team of volunteers across Greater Manchester.

As a Volunteer Coordinator, you will be responsible for the coordination of our volunteer team to support the delivery of mentoring services for individuals being supervised by the National Probation service in the Community. You will work collaboratively with the Assistant Manager and Service Manager, to ensure we have a high performing, consistent number of volunteer mentors available within a specific locality area across Greater Manchester.

We actively welcome applications from people who have lived experience of prison or probation, addiction, mental ill-health, or homelessness, as this is often the reality for those people we support.

The successful candidate will commit to working in line with our workplace values which are:

- **People First** – people are our top priority. We care so everyone can be their best.
- **Community** – our actions and support help build stronger communities where people can find their place and thrive.
- **Transformation** – we do challenging work, creating positive change that helps people move on with their lives.
- **Excellence** – we strive to always be our best, to exceed expectations, to learn from our mistakes.
- **Trust** – we trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance, and fairness in all we do.

Main Duties:

- Coordinate the delivery of mentoring services for individuals being supervised by the National Probation service in the Community.
- Direct and manage the volunteer team across a specific locality area within Greater Manchester.
- Work with the Training, Performance and Quality Audit Lead to ensure the required number of volunteer mentors are maintained at all times.

- Identify training and development requirements within the volunteer team and liaise with the Assistant Manager and Service Manager to ensure these needs are met.
- To be responsible for the supervision, and performance of a team of volunteer mentors.
- Provide coaching and professional development sessions to a team of volunteer mentors, support to develop professional practice in line with CLI's delivery model.
- To be responsible for the effective processing of referrals, service user assessments and reviews.
- To ensure effective matching of mentors and mentees, providing high quality mentoring relationships.
- To provide quality oversight of the mentoring relationships within the service.
- To maintain highly effective administrative and reporting processes to support the accurate collation of performance data.
- To collate and provide the necessary information required for project reports.
- Work with the broader team to promote and develop the scope of volunteer roles within CLI.
- To maintain excellent working relationships with a range of professionals from partner agencies ensuring clear referral pathways and effective communication is always in place.
- To support the delivery of volunteer training events when required.
- To be an active member of the service team attending meetings and training events, as necessary.
- To ensure that the project promotes and reflects equality of opportunity and diversity at all levels.
- To represent CLI at local events and partnership meetings.
- To be able to work flexibly when necessary to meet the needs of the business.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Comply with Health and Safety policies and procedures.
- Ensure the implementation of CLI's policies and procedures.
- Ensure opportunities for service user involvement.
- Carry out such other relevant duties, as required.

Person Specification:

- Experience of supervising and appraising staff or volunteers, motivating them and achieving positive outcomes in line with contractual obligations.
- Experience of setting targets and monitoring performance of staff or volunteers.
- High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; supportive and can give constructive feedback to support continuous personal and professional development of volunteers.
- Good IT skills including the use of Microsoft Office applications.
- Excellent communication skills, both written and oral.
- Excellent organisational skills and attention to detail.
- Lateral thinking and problem-solving skills.
- Ability to prioritise own workload and work autonomously and as part of a team.
- Adaptability to changing and emerging needs as the project develops demonstrating flexibility and resilience in challenging situations.
- Experience of data collection, administration and recording procedures with the ability to maintain case notes and volunteer HR notes on a bespoke database.
- Ability to develop reports to showcase the impact of volunteers.
- Experience of building and maintaining strong relationships with partner organisations and developing contacts and networks across a wide range of local services.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.

- Seek to improve own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Professional curiosity with the ability and willingness to learn and apply learning to support delivery.
- Professional and values led with integrity, inclusivity, and respect for diversity.
- Carry out such other relevant duties, as required.
- Ability to work across Greater Manchester to meet service delivery demands when required.
- Full driving licence, own car and business insurance is essential.

Recruitment of Ex-Offenders Policy

This policy applies to paid employees of Community Led Initiatives CIC (CLI) and volunteers who volunteer directly with Community Led Initiatives and its associated projects.

- As an organisation using the Disclosure and Barring Service (DBS) checking service to assess applicants' suitability for positions of trust, CLI complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a DBS check on the basis of a conviction or other information revealed.
- CLI is committed to the fair treatment of its staff, potential staff, or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability, or offending background.
- We have a written policy on the recruitment of ex-offenders, which is made available to all DBS applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience.
- A DBS check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is required, all application forms, job adverts and recruitment briefs will contain a statement that a DBS check will be requested in the event of the individual being offered the position.
- Where a DBS check is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within CLI and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows CLI to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure that all those in CLI who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment or opportunity to volunteer.
- We make every subject of a DBS check aware of the existence of the Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a DBS check with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with CLI. This will depend on the nature of the position and the circumstances and background of your offences.