

FAMILY & VOLUNTEER CO-ORDINATOR, FAMILY FRIENDS

JOB DESCRIPTION

Job title:	Family & Volunteer Co-ordinator
Reporting to:	Chief Executive
Appraisal:	Every 12 months
Location:	73 St. Charles Square, North Kensington, London W10 6EJ
Hours:	35 hours per week. Some evening and weekend work will be necessary. The role may be considered for part-time hours.
Holiday:	25 days pro rota after including time taken between Christmas and New Year when the office is closed. After three years increases to 30 days.
Salary:	£27,3000 – 34,208 per annum
Pension Scheme:	3% employee contribution, 7% Family Friends Contribution
Contract type:	Contract for one year with the view of going permanent

OVERALL ROLE

Together with the current Family & Volunteer Co-ordinator, the Co-ordinator will support 35-50 volunteers to provide services to families. The work involves recruiting, training and supervising volunteers, initial family assessments and on-going evaluation of services.

This role monitors the volunteers who mentor and befriend parents and children living in the Royal Borough of Kensington & Chelsea, London Borough of Hammersmith & Fulham and South East Brent. Family Friends is a winner of The Queen's Award for Voluntary Service. The charity comprises of five staff: two Family & Volunteer Co-ordinators, a Male Outreach Worker, Chief Executive and Administrator. There is also a Clinical Supervisor Consultant.

Due to Covid-19 some of the tasks of this role may be carried out remotely from the employee's home.

Depending on the experience of the candidate, this role may also include the Safeguarding and/or DBS lead role for the organisation.

DESCRIPTION OF DUTIES:

1. The recruitment and training of volunteers:
 - taking in-coming telephone enquiries about the volunteering role
 - interviewing prospective volunteers

- preparing the training venue, materials and refreshments
 - delivering training to volunteers
 - facilitating and attending regular volunteer group meetings
 - Organising volunteer exit interviews.
2. The supervision and support of volunteers and families:
 - responsible for a caseload of families
 - assessing new referral forms and home-visiting potential parents/children to assess their suitability for volunteer support
 - matching and introducing volunteers to families
 - giving weekly support to volunteers through telephone calls/emails
 - undertaking assessments with families
 - problem solving on case issues, monitoring family welfare through this feedback and alerting the Chief Executive to child protection or other issues
 - maintaining a library of local information for volunteers and families
 - Referring families on to appropriate agencies.
 3. Presenting and networking with referring agents and representing Family Friends at community forums and events and in fundraising meetings as and when required.
 4. Attending weekly staff and services team meetings. Attending Trustees Meetings and Away Days if required.
 5. Maintaining effective administration processes.
 6. Maintaining effective monitoring and evaluation processes. Evaluating and monitoring the Family Friends' service, alongside the Chief Executive. Providing the Chief Executive with case study or other family information when required.
 7. Answering the telephone, taking messages and undertaking other office duties, as required.
 8. Participating and contributing to risk assessment and policy development.
 9. To carry out tasks in accordance with Family Friends' principles and practices and to contribute to the development of these in the light of experience.
 10. All staff are expected to take a flexible, team-based approach to their work. On occasion, you may be asked to contribute in areas not specifically outlined above, but which are within the general objectives of this post.

PERSON SPECIFICATION - KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Personal qualities required: warm, friendly, efficient, analytical, ability to withhold judgement, non-discriminatory, excellent communication skills
- At least two years' experience of working in family support e.g. parent/child support, immigration, bereavement, play sector, 0-16, housing, social work, children in care, special needs
- Experience of volunteer or staff co-ordination/management
- Excellent communication & presentation skills
- Excellent multi-tasking & administration skills
- Good memory to recall information
- Computer/typing skills
- Good team player
- Commitment to goals of the charity's work
- Ability to work flexible hours

Desirable

- Experience of working in the voluntary sector
- Experience of delivering training programmes
- Experience of making home visits
- Educated to degree level or higher
- Knowledge of the local area
(Kensington & Chelsea, Hammersmith & Fulham and Brent)
- Child protection experience