

## Job Description

<b><u>Job title:</u></b>	Volunteer and Engagement Worker
<b><u>Location:</u></b>	Leeds
<b><u>Hours:</u></b>	37 hours
<b><u>Grade:</u></b>	Grade 3 pt 20 – 23 (£26,418 - £28,990)
<b><u>Service:</u></b>	Leeds Integrated Family support Service
<b><u>Reports to:</u></b>	Family Outreach and Volunteer Service Manager

### **Job function:**

To lead and drive forward the ambitious volunteering strategy for the Integrated Family Support Service across the three Service Hubs. This includes engaging with local communities, service users and stakeholders to ensure the recruitment of an appropriately diverse, skilled and experienced volunteer workforce and the day-to-day management of Family Support Volunteers, who will work with families to build links to community based facilities and organisations in order to sustain improvements once they have left the service. . The Volunteer and Engagement Worker will be a part of driving long-term improvement and innovation within the.

### **Principal Accountabilities:**

1. To ensure that the volunteering priorities are integrated through a one team approach and are delivered safely in line with service priorities whilst offering children, young people and their families' opportunity to access a broad reach of holistic & community based interventions.
2. To lead on the safe recruitment of a suitably diverse, skilled and experienced volunteer workforce, creating recruitment pathways for previous users of services to become volunteers where appropriate.
3. Lead on all aspects of the day-to-day administration and supervision of a team of volunteers and their activities, developing and inspiring them to develop best possible practice to meet the needs of children and families accessing Leeds Integrated Family Support Service, recognising and deploying volunteers' strengths and supporting safe volunteer exits to families' lives.
4. To mentor and line manage volunteers, creating opportunities for group and peer support and with a commitment to continuous development.

5. Develop and train volunteers to enable them to work alongside Senior Practitioners, Family Support Workers and Group Facilitators who support service users intensively and holistically, to reduce needs over time.
6. Deliver an in-house training programme for volunteers that will include, but will not be limited to, promoting knowledge and skills to undertake a range of volunteering opportunities within casework, helping families to express their views and representing the service as required with a range of stakeholders across the localities.
7. To work in conjunction with Family Action training & development leads to ensure programmes of training consist of Family Action procedures in areas such as Safeguarding, data protection, Equality & Diversity and Health & Safety.
8. Work with the Service Manager, Senior Practitioners and Family Support Outreach Workers to embed the Volunteer Programme into the service hubs by planning joint training and team meetings in conjunction with colleagues.
9. To work collaboratively with stakeholders and raise the profile of the service in the local area, in order to strengthen community resilience and capacity, and awareness of the ethos behind the 0-19 Wellbeing Vision.
10. To develop new and innovative ways of working in order to ensure best practice and to meet the developing needs of the service.
11. Support, supervise and appraise volunteers through regular high quality supervisions in line with Family Action Workforce Strategy, monitoring their safeguarding responsibilities and training, challenge practice and performance, resolve conflict and make difficult decisions when necessary.
12. Provide the Service Manager with relevant monitoring information relating to the volunteer team for inclusion within comprehensive monitoring reports for commissioners.
13. To have an understanding of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
15. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. Work flexibly within the North Team, where necessary, appropriate and feasible

## Person Specification

1. Educated to NVQ Level 3 (minimum) - or equivalent experience in Childcare, Youth and Community, Health and Social Care, IAG, Community Regeneration and to evidence a genuine commitment to continuing professional development.
2. Skills, knowledge and aptitude for building and maintaining professional relationships with children, young people, community groups and other agencies, working with communities in an empowering and supportive way.
3. Skills, knowledge and experience of using a range of different methods and models of working with children, young people, parents, carers and/or families in the community.
4. Proven experience of supervising and developing volunteers, providing effective leadership, managing conflict and using negotiation skills where necessary with an ability to communicate, negotiate and influence a wide range of audiences and stakeholders.
5. Proven experience of working with a diverse range of communities and inter-agency working and the importance of working together principles.
6. An excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
7. Proven experience of empowering individuals to build on their existing strengths, promote their needs, views etc. and develop service users' confidence and skills to do this independently whenever possible
8. A proven ability to work creatively and flexibly, using evidence-based approaches to achieve positive change – including demonstrable experience of providing emotional, practical and resourceful services to children, young people and their families.
9. Experience of establishing and sustaining a broad range of professional partnerships and engaging, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
10. Proven experience to providing high quality supervision and undertaking appropriate training in the principles of reflective practice.
11. Up to date knowledge and understanding of Working Together to Safeguard Children, as well as demonstrable ability to work in accordance with local and organisational Safeguarding policies and procedures.

12. Ability to develop creative and innovative practice, with the ability to plan, set priorities and work on own initiative. Good organisational skills are required.
13. Awareness of the Investors in Volunteers standards
14. Excellent written communication skills, with a high level of IT proficiency, and the ability to produce a range of reports and Management Information for a wide range of audiences, whilst evidencing the understanding of outcomes & impact.
15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services.