



Job Description

Job title: Volunteer Co-ordinator

Location: Islington, London

Hours: 29 hours per week

Grade: Family Action Grade 2 points 16-19 inclusive of ILW

Service: Islington SEND Community Support Service (SENDIAS)

Reports to: Service Manager

Job function:

To recruit, train and provide ongoing support and development to a team of volunteer befrienders. The volunteer co-ordinator will generate referrals through partnership agency working, meet with families in their homes to agree outcomes they want to achieve for themselves and their family and match families with their volunteer befriendeer. The volunteer co-ordinator will supervise volunteers during the support period, provide updates to referring agencies and conduct end of support meetings with the families.

Principal Accountabilities:

1. To recruit and train volunteer befrienders to support parent/carers whose children have additional needs.
2. 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 the befriending service recognising and deploying volunteers' strengths
3. To mentor and line manage a group of volunteers, with a commitment to continuous development
4. Develop and train volunteers to enable them to work alongside SENDIAS support workers and Lead Partnership Professionals who support service users intensively and holistically, to reduce needs and increase resilience and coping strategies over time.
5. 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, understanding challenges faced by families accessing the service, getting to know services and sources of support in the locality

6. 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.
7. Work with the Service Manager, Senior Practitioner, and SEND Support Workers and Group Facilitators to embed the Volunteer Programme into the wider service by attending joint training and team meetings in conjunction with colleagues.
8. 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 Islington SEND befriending service vision.
9. To develop and promote the service (i.e. meet & greeters, drop in sessions, parenting programmes).
10. 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.
11. Provide the Service Manager with relevant monitoring information relating to the volunteer team for inclusion within comprehensive monitoring reports for commissioners.
12. To have an understanding of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
13. 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.
14. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
15. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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. To have knowledge and experience of working alongside families whose children have additional needs, with a focus on autism, ADHD and associated social, emotional and mental health needs.
3. To have a good understanding of the challenges/difficulties families may face whose children have additional needs.
4. To have an understanding of the social model of disability and relevant SEND legislation.
5. 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.
6. 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.
7. Proven experience of supervising and developing volunteers and/or staff, 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.
8. Proven experience of working with a diverse range of communities and inter-agency working and the importance of working together principles.
9. An excellent understanding and awareness of the impact of exclusion and inequality and proven experience of promoting inclusion and equality of opportunity for all.
10. Proven experience of empowering individuals to build on their existing strengths, using person centred approaches and tools to promote their needs, views etc. and develop service users' confidence and skills to do this independently whenever possible
11. 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.



12. Proven experience to providing high quality supervision and undertaking appropriate training in the principles of reflective practice.
13. 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.
14. Ability to develop creative and innovative practice, with the ability to plan, set priorities and work on own initiative. Good organisational skills are required.
15. Awareness of the Investors in Volunteers standards
16. 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.
17. 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.
18. Ability to travel as required by the post and willingness to work flexibly, including occasional evenings and weekends as needed.