

JOB DESCRIPTION

Job title:	Volunteer and Community Engagement Practitioner
Service:	Stockton Family Outreach and Volunteering Service
Salary:	Grade 2 (lower) point 11-15
Hours:	29.6 hours per week (part-time)
Location:	Stockton-on-Tees
Responsible to:	Volunteer Coordinator

Summary of job:

To be creative in leading on the planning and delivery of Community Engagement and Service User Participation across the Stockton 0-19 service and support the Volunteer Coordinator in delivering an ambitious Volunteer Strategy across the Stockton 0-19 service. This will be undertaken within both the Family Hubs and the wider community, by recruiting, training and supervising a caseload of volunteers.

The role will ensure that the community plays an active role in Family Action's work in Stockton and, likewise, Family Action play an active role in the community. To provide opportunities for Service Users and Volunteers to share their ideas and shape the future of the service.

Key tasks and responsibilities:

1. Develop and deliver a professional and coordinated Family Outreach and Volunteering service by supporting children, young people and families, ensuring they have opportunities to access a wide range of holistic & community based interventions.
2. Actively engage with the community – both professionals and the public – particularly children and young people. In doing so, ensure that the service empowers people, builds resilience and provides opportunities for learning and growth.
3. To lead in the organisation and coordination of volunteer recruitment drives for Family Action services in Stockton-on-Tees.
4. Lead on the planning and delivery of community events, both independently and in partnership with local statutory, voluntary and community organisations (with an interest in 0-19 year olds and their families)
5. Lead on the planning (and associated partnership working) and delivery of the Families, Food and Fun programme; alongside colleagues and service volunteers. Take responsibility for collating and reviewing feedback and continuously improving the offer. Ensuring the offer limits the impact of holiday hunger and food poverty as well as

supporting families to play and learn together, improve socialisation and increase independence and resilience.

6. Ensure that Service Users and Volunteers have a voice and are able to shape the service by leading a regular steering group. Champion the idea of co-production and involve services users at all stages – from recruitment, through service delivery and into vision planning.
7. Lead, with the support of Volunteer Coordinator, on the delivery of quality and robust training and induction to successful volunteer candidates, ensuring understanding and supporting learning
8. Carry a caseload of volunteers in a variety of roles and provide supportive and timely supervision in line with Family Action workforce strategy. Monitor, alongside the Volunteer Coordinator, safeguarding responsibilities and training, challenge practice and performance, resolve conflict and make difficult decisions when necessary
9. Research, plan and deliver group work across the four family hubs and/or within the community across Stockton-on Tees. Promote the benefits of social interaction and empower groups to make positive changes within their communities.
10. Play an active role in the Stockton Family Outreach and Volunteering Service and support colleagues dynamically to ensure success. Embrace the overlap between Family Outreach and the Volunteering and Community Engagement elements of the service; recognising opportunities for joined-up working across all services. Work with the Volunteer Coordinator to embed Volunteering and Community Engagement into the wider team via joint training and team meetings.
11. Measure the outcomes and impact of community engagement, service user participation and volunteering on a regular basis, contributing to reflective and representative reports – both qualitative and quantitative.
12. Attend and actively participate in team meetings and other meetings as required by the Service Manager.
13. Actively take part in Family Action’s formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
14. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action’s portfolio of services and being an ambassador for the work.
15. 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
16. Implement 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.
17. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. 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 2 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. Excellent interpersonal skills, with an ability to communicate, negotiate and influence a wide range of audiences and stakeholders. Experience of managing or supporting volunteers/staff would be advantageous to this role.
5. Evidence and experience of working with a diverse range of communities and inter-agency work appropriate to their role as volunteers.
6. To have an awareness and a good understanding of safeguarding issues and an understanding of the importance of working within national, local & agency policy and procedures.
7. Knowledge, understanding and/or have experience of Fundraising regimes and funding streams.
8. Experience of capacity building, social inclusion whilst evidencing a genuine commitment to ensuring co-production is at the centre of ensuring services are delivered and designed

with child, young person and family voice.

9. A good understanding of the challenges children, young people and families encounter, including those that are often referred to as 'hard-to-reach'.
10. An equally good understanding of strengths – both in terms of the individual and their social and community networks – and an ability to build on, and work, with them.
11. Strong record keeping skills, with an understanding of the importance of keeping accurate and appropriate records in line with Data Protection requirements.
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. 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
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