



JOB DESCRIPTION

Job title:	Co-Production and Volunteer Coordinator
Service:	Sheffield Neurodiverse Family Support Service
Salary:	Grade 3 (lower) Point 20-23
Hours:	25.9 hours per week (3.5 days - part-time) Permanent
Location:	Sheffield with working from home opportunities
Responsible to:	Project Manager

Summary of Job:

This is a new role to support and enhance the delivery of services to families and professionals who support children with neurodiversity in Sheffield. The purpose of this role is to ensure the service offer is in line with the needs of the people of Sheffield and to facilitate peer support. The post seeks to find innovative ways of supporting parents/carers and professionals faced with the day-to-day challenges of supporting children and young people Sheffield. It will involve:

- Leading on the recruitment and training of parent/carer volunteers
- Leading the organisation of drop-in sessions for early support
- Lead on marketing and communication through webpage development, marketing materials and social media, ensuring information is coproduced and meets the needs of families/professionals in Sheffield.

Key tasks and responsibilities:

1. To co-produce new and existing ways of working in order to meet the developing needs of neurodiversity support in Sheffield.
2. To work collaboratively with stakeholders and partner agencies to raise the profile of the services locally, in order to strengthen awareness of support available and contribute towards community resilience and capacity.
3. To work with the team, other services and service users to establish a well evaluated early support pathway for families concerned about neurodiversity.
4. To set up and lead on regular parent/carer drop-in groups across Sheffield prioritising seldom heard communities.



5. To ensure sessions are co-produced and work towards delivery and management by parent volunteers.
6. To lead on the safer recruitment of a suitably diverse, skilled and experienced volunteer workforce, creating regular recruitment and induction pathways and opportunities.
7. To deliver in-house training programmes for volunteers that will include promoting knowledge and skills to undertake a range of volunteering opportunities Training will support volunteers to understand safeguarding, health and safety, equality and diversity, and multi-agency working practices when working with children, young people and families.
8. To supervise, mentor, appraise and celebrate a small team of volunteers through regular high-quality supervisions. The post holder will be expected to monitoring safeguarding responsibilities and training, challenge practice and performance, resolve conflict and make difficult decisions when necessary.
9. To work with the Service Manager to embed the volunteer support offer into the service.
10. To maintain excellent service user/volunteer records, and ensure information is up to date at all times. To record on the Family Action database, Inform.
11. To work with the Project Manager to plan, monitor and review the development of the service in line with identified priorities, targets and outcomes. To complete monitoring reports and evaluation alongside implementing revisions to service delivery as required.
12. Respond appropriately to any safeguarding concerns; demonstrating an understanding of and complying at all times with Family Action's procedures, for promoting and safeguarding the welfare of children and vulnerable adults.
13. To lead on the development of marketing and communications resources including content for the webpage to ensure all services and parents/carers have easy access to the support we offer.
14. To lead on equality diversity and inclusion within the service ensuring the whole service offer is accessible to all individuals. To ensure the implementation of Family Action's Equality & Diversity Policy in every aspect of 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 and Data Protection.
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



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Person Specification

1. A recognised professional qualification (degree or NVQ 4) in social work or social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2. Experience of working with families with SEND in an educational environment, local authority, voluntary organisation or another other field relevant to additional needs and/or lived experience.
3. 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.
4. An ability to work collaboratively with families in an inclusive way with those who may be at risk, to identify their support needs and refer to relevant agencies.
5. Knowledge of co-production and the power of peer support and lived experience when designing service.
6. 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.
7. Awareness of the Investors in Volunteers standards
8. Experience of working with a diverse range of communities and inter-agency working and the importance of working together principles.
9. Excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
10. An understanding of accessibility issues faced by service users and how these can be overcome to enable full inclusion.
11. Experience of parent/carer group work, setting up groups, booking venues, risk assessments and advertising.
12. Experience of providing high quality supervision and undertaking appropriate training in the principles of reflective practice.



13. Ability to develop creative and innovative practice, with the ability to plan, set priorities and work on own initiative. Good organisational skills are required.
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 understanding of outcomes & impact.
15. Ability to travel as required by the post and willingness to work flexibly, including occasional evenings and weekends as needed.
16. 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.