



## **JOB DESCRIPTION**

**Job title:** Volunteer Support Worker

**Service:** FamilyLine

**Salary:** Grade 2 Point 16-19

**Responsible to:** Volunteer/Training Coordinator

### **Summary of job:**

With oversight from the Volunteer Coordinator, the Volunteer Support Worker will support on a range of volunteer related activities including but not limited to recruitment, training and retention of volunteers. Collaborate with team members to ensure a consistent and positive volunteer experience.

### **Key tasks and responsibilities:**

1. Work in partnership with the Volunteer/Training Coordinator and Helpline staff to ensure all those accessing the service receive a professional and coordinated response, with up to date, relevant support, guidance and information.
2. Work in partnership with the Volunteer Coordinator to ensure volunteers are recruited and trained according to Family Actions policy, appropriately supported and empowered to support service users via the helpline platform.
3. Carry out regular audits of all volunteer contacts to ensure a quality service is being provided.
4. Respond to enquiries and provide information to potential volunteers about the application process. Maintain regular communication with volunteers via phone, email, and other communication platforms
5. Participate in the rota to provide support to the helpline during operational hours.
6. 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.
7. Ensure case management is of a high standard and relevant details of all contact is recorded.
8. Support the Volunteer/Training Coordinator in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes. Contribute to monitoring reports as directed by the Volunteer/Training Coordinator.
9. Attend and actively participate in team meetings and other meetings as required by the Volunteer/Training Coordinator.



10. 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.
11. 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.
12. Be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
  - Being **people** focused
  - Reflecting a ‘**can do**’ approach
  - Striving for **excellence** in everything we do
  - Having **mutual respect** for everyone we work with, work for and support through our services
13. 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.
14. Comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.
15. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Minimum 4 GCSEs (or equivalent) at grade A-C, including Maths and English	✓	
<b>Experience</b>			
2.	Experience of working in services which deliver positive outcomes for children and families and demonstrable personal experience of successfully delivering support either face to face or by telephone		✓



3.	Experience of recruiting, training, managing and supervising or mentoring a diverse range of staff or volunteers	✓	
4.	Experience in an administrative role or similar position	✓	
<b>Knowledge &amp; Skills</b>			
5.	Excellent interpersonal skills including the ability to engage a range of audiences and professionals on the telephone or via email etc	✓	
6.	Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems	✓	
7.	An understanding of why people volunteer and experience of working and supporting volunteers remotely		✓
8.	An understanding and commitment to the importance of engaging in your own supervision and the benefits of reflective practice	✓	
9.	An understanding of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals		✓
10.	A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.	✓	
<b>Values</b>			
11.	Ability 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	✓	
12.	A commitment to 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	✓	
<b>In addition</b>			
13.	Ability to work outside of regular business hours and to be flexible to meet the needs of the service. The helpline is currently open Monday to Friday 9am to 9pm.	✓	