

## **Job Profile**

**Job Title: Volunteer Co-ordinator**

**Job Grade: Level 3 Zone 2**

**Salary Range: £36,984 - £42,526**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy, we're home to the most important conversations happening today, and we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **Integrated Early Years' Service**

Our vision: All children have the best start in life, high quality early education and are ready for school at age 5. The service aims to improve outcomes through prevention and early intervention, for families with children 0-5 years, with a focus on the first 1001 days (pregnancy to age 2 years). Camden's Children's Centres and Family Hubs provide a universal 'front door' for families to access joined-up support services from conception, throughout a child's early years, and up to the age of 19 or 25 for young people with special educational needs or disabilities.

### **About the role**

The Volunteer Coordinator manages the volunteer recruitment, training and operational delivery of volunteer programmes and volunteer opportunities within the Integrated Early Years' Service (IEYS), including the Parent Champions Programme. Working collaboratively with colleagues and local partners, the Volunteer Coordinator maintains an overview of volunteering opportunities available across the borough. You will develop and promote take-up of volunteering activities and contribute to evaluation to demonstrate positive outcomes for mums, dads and carers with children under 5 years.

### **Example outcomes or objectives that this role will deliver:**

1. Contribute to the development and evaluation of volunteering programmes, including the Parent Champions Programme.
2. Recruit volunteers, oversee and coordinate volunteer training.
3. Develop a programme of activities for volunteers, including specific outreach work to promote engagement in services, especially by families at most risk of poor outcomes, who may experience the greatest barriers to accessing services.
4. Develop systems and processes to assure the quality of volunteer experience and the standard of volunteering activity.
5. To build strong relationships with a wide range of colleagues across IEYS, other Camden Council departments and partners such as voluntary and community sector organisations, early years settings, schools and health service providers, ensuring that all services working with families with young children have the knowledge to promote volunteering opportunities and refer parents to the IEYS volunteer programmes.
6. To plan and supervise the work of volunteers, ensuring that this activity is effectively targeted and is undertaken in accordance with relevant national and local strategies and in response to local data analysis and outcomes.
7. To facilitate training of volunteers in safeguarding, ensuring that all volunteers understand and implement safeguarding procedures.

8. To contribute to the development of materials and resources for volunteers to plan, record and evaluate their work.
9. To undertake the matching process between parent/ carer volunteers and volunteer roles to increase the likelihood of successful engagement and longer term positive outcomes.
10. To support volunteers to use approaches that build family resilience.
11. To ensure that volunteers understand and adhere to clear boundaries and ground rules and that the relevant policies and procedures are implemented, including safeguarding, child protection and lone working.
12. To facilitate a support network to provide regular opportunities for volunteers to share their experience with one another, to encourage learning and regular feedback.
13. To contribute to the development of a pathway for parent volunteers, supporting entry and progression through IEYS volunteering programmes and take up of training and employment opportunities for those moving on from the volunteering programmes.
14. To monitor the take up and sustained participation in services by families who have been engaged by volunteers.
15. To supervise/ carry out risk assessments as required to ensure the safety of volunteers and service users.
16. To identify families who would benefit from additional services and refer families, including making e-CAF referrals.
17. To collate and analyse data relating to the volunteer programmes and prepare performance reports and briefings as required.
18. To contribute to the on-going evaluation of IEYS volunteer programmes, monitor progress and make timely interventions to keep the project on track and deliver the agreed outcomes.

### About you

1. Experience of recruiting volunteers, delivering and coordinating volunteer training and developing systems and processes to ensure parents and carers experience high quality volunteering experiences and activities
2. Experience of planning and supervising the work of volunteers, ensuring activities are effectively targeted and undertaken in accordance with relevant national and local strategies, policies and procedures, including safeguarding, child protection, lone working and risk management.
3. Able to contribute to the on-going evaluation of IEYS volunteer programmes, monitor progress and deliver outcomes, including collating and analysing data and preparing performance reports and briefings
4. Able to build highly effective relationships to engage a wide range of parents in volunteering activities
5. Experience of developing a programme of activities for volunteers, including specific outreach to promote engagement in services, especially by families at most risk of poor outcomes.
6. Able to develop pathways for parent volunteers, supporting their progression into further volunteering, training, and employment opportunities.
7. Able to demonstrate the ability to build strong relationships with a wide range colleagues across the service, other Camden Council departments and partners ensuring all services have the knowledge to promote volunteering opportunities and can refer parents to the IEYS volunteer programmes.
8. Able to facilitate a peer support network to provide regular opportunities for volunteers to share their experience with one another, to encourage learning and hear feedback, supporting volunteers to use approaches that build family resilience
9. Able to identify volunteers who would benefit from additional services, including making e-CAF referrals.

10. The post holder is required to be flexible, adapting to conflicting and changing priorities, be solution-focused and responsive, adjusting their workload

**Work Environment:**

- The post holder is based in the children's centres and family hubs, working across the borough to ensure volunteers have access to training and support close to where they live. There is also a requirement to work from the main council office, 5 Pancras Square and in other community venues. Occasional out of borough meetings may be scheduled e.g. to share best practice and develop learning from volunteering and peer support approaches in other areas.

**People Management Responsibilities:**

Supervision of volunteers.

No line management of staff.

**Relationships:**

- The post holder will be required to work unsupervised, reporting to their line manager and local managers on a day-to-day basis.
- The post holder will have working relationships with members of the public, and managers and staff across the Council and with partners e.g.
  - Mothers, fathers, and carers of children aged 0-5 years living in Camden
  - Multi-agency teams family support and health visiting teams, stay and play team and perinatal support team
  - Voluntary and community sector organisations, including those representing black and minority ethnic groups
  - Early Years settings and schools
  - Health services e.g. midwifery, CAMHS
  - Jobcentre Plus and Good Work Camden
  - Council departments e.g. housing

**Over to you**

We're ready to welcome your ideas, your views, and your innovative spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring that we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG