

## Volunteer Coordinator

<b>Team:</b>	SAMAS
<b>Location:</b>	Bedford Borough/Central Bedfordshire
<b>Salary:</b>	Starting at £26,227.50 per annum
<b>Working Hours:</b>	37.5 per week
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Team Leader

### INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

**We believe everyone deserves to feel valued, to be happy, to belong.**

## JOB SUMMARY

As Volunteer Coordinator, you will be responsible for the coordination of the volunteer team and actioning referrals and assessments for the Bedford contract. You will work collaboratively with the Team Leader to ensure appropriate support can be arranged for individuals in line with their goals. You will act as an ambassador for CLI locally and will develop your relationships with external stakeholders such as partner agencies.

This role will involve the recruitment and management of all volunteers in the Bedford area. You will be required to ensure the performance of volunteers is in line with KPIs and contract requirements whilst ensuring volunteers operate in line with CLI's mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your workload whilst working as part of a team.

## KEY DUTIES & RESPONSIBILITIES

- Coordinate the delivery of mentoring services for individuals by effective processing and completion of referrals and assessments.
- Direct and manage the volunteer team across Bedford.
- Work with the Team Leader to ensure the required number of volunteer mentors are maintained at all times.
- Identify training and development requirements within the volunteer team and liaise with the Team Leader to ensure these needs are met.
- To be responsible for the supervision, development, and performance of a team of volunteer mentors and ensuring their practice is in line with CLI's delivery model.
- To ensure you are continuously assessing risks whilst completing assessments.
- To create action plans for service users in line with their assessment.
- To ensure effective matching of Engagement & Support Workers and mentees, providing high quality mentoring relationships.
- To ensure that a person-centered approach is offered at all times.
- To ensure confidentiality of information is maintained and in line with Company policies and procedures.
- To provide quality oversight of the mentoring relationships with the service.
- To maintain highly effective administrative and reporting processes to support the accurate collation of performance data.
- To collate and provide the necessary information required for the project reports.
- Work with the broader team in Bedford including partner agencies and other relevant stakeholders to recruit volunteers.
- To maintain excellent working relationships with a range of professionals such as partner agencies ensuring clear referral pathways and effective communication is always in place. Consistently networking with partner agencies and reaching out to different and diverse fields.
- To manage the delivery of volunteer training events when required.
- To ensure that the project promotes and reflects equality of opportunity and diversity at all levels.
- To represent CLI at local events and partnership meetings.
- To be able to work flexibly when necessary to meet the needs of the business.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Carry out such other relevant duties, as required.

# PERSON SPECIFICATION

<b>Qualifications &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
Previous experience of dealing with referrals and assessments.	<input checked="" type="checkbox"/>	
Proven experience in dealing with a wide variety of individuals in a positive and confidential manner, both face to face and on the telephone.	<input checked="" type="checkbox"/>	
Experience of data collection, administration and recording procedures.	<input checked="" type="checkbox"/>	
Experience of building and maintaining strong relationships with partner organisations and developing contacts and networks across a wide range of local services.	<input checked="" type="checkbox"/>	
Experience of supervising and appraising staff or volunteers, motivating them and achieving positive outcomes in line with contractual obligations.		<input checked="" type="checkbox"/>
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education.	<input checked="" type="checkbox"/>	
Knowledge and understanding of the administrative processes.	<input checked="" type="checkbox"/>	
Professional curiosity with the ability and willingness to learn and apply learning to support delivery.	<input checked="" type="checkbox"/>	
<b>Skills &amp; Attributes</b>	<b>Essential</b>	<b>Desirable</b>
High level of relationship skills: Empathy; caring; acceptance; mutual affirmation; supportive and can give constructive feedback to support continuous personal and professional development of volunteers.	<input checked="" type="checkbox"/>	
Good IT skills including the use of Microsoft Office applications.	<input checked="" type="checkbox"/>	
Excellent communication skills, both written and oral.	<input checked="" type="checkbox"/>	
Excellent organisational skills and attention to detail.	<input checked="" type="checkbox"/>	
Lateral thinking and problem-solving skills.	<input checked="" type="checkbox"/>	
Ability to use own initiative, prioritise own workload and work autonomously and as part of a team.	<input checked="" type="checkbox"/>	
Adaptability to changing and emerging needs as the project develops demonstrating flexibility and resilience in challenging situations.	<input checked="" type="checkbox"/>	
Proven ability to work under pressure and at times to tight deadlines.	<input checked="" type="checkbox"/>	
Conscientious and able to handle sensitive and confidential information with discretion.	<input checked="" type="checkbox"/>	
Professional and values led with integrity, inclusivity, and respect for diversity.	<input checked="" type="checkbox"/>	
Ability to develop reports where required.		<input checked="" type="checkbox"/>
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Current driving license, use of car and appropriate business use insurance.	<input checked="" type="checkbox"/>	
Ability to work across Bedford Borough/Central Bedfordshire to meet service delivery demands when required.	<input checked="" type="checkbox"/>	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.	<input checked="" type="checkbox"/>	



# EMPLOYEE BENEFITS

**Holidays:** 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

**Birthday:** Enjoy an extra day off on your birthday.

**Training & Development:** 2 hrs per month to focus on learning and career development.

**Reflective Practice and Monthly Coaching:** An opportunity to evaluate actions and experiences to gain insights and improve future performance.

**Wellbeing:** Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

**Employee Assistance Programme (EAP):** This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

**Pension:** Peoples Pension scheme, contributions are 3% employer and 5% employee.

**Life insurance:** Five times salary.

**Volunteering Days:** An opportunity to give back to the community.

**CLI Staffing Group:** An active forum to share your opinions to influence and change the way CLI operates.

**Employee Social Fund:** An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

**Refer a Friend Scheme:** An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

**WE ARE GOLD ACCREDITED BY INVESTORS IN PEOPLE, ACCREDITED BY THE LIVING WAGE FOUNDATION AND SUPPORTERS OF THE GREATER MANCHESTER GOOD EMPLOYMENT CHARTER**



# CLI VALUES

 **community** Inspire  
led initiatives Transform  
Flourish



## People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

## Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

## Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

## Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

## Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.