

Job Description

Job Title:	Volunteer Co-ordinator Assistant
Location:	Countywide
Responsible to:	Youth and Community Manager
Responsible for:	n/a
Job Purpose:	To develop and co-ordinate volunteers to operate across all services within YMCA Norfolk to meet the needs of a range of young people we work with.

Main Responsibilities

Service Delivery

- Develop and co-ordinate the operation of volunteers across YMCA Norfolk and within the communities in which we work.
- Successfully promote volunteering opportunities externally to ensure high quality applications for roles identified.
- Ensure an effective recruitment and induction process that fills roles speedily with new volunteers who are well-prepared.
- Work pro-actively across YMCA Norfolk services to develop roles for volunteers to maximise the opportunities that the organisation can offer.
- Work to engender a culture across the organisation that values and respects volunteers and volunteering.

Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

Internal Communications

1. To ensure effective liaison with all departments regarding relevant issues and information
2. To provide financial and statistical reports as required including to Board and Committees.
3. To assist the Youth and Community Manager in representing the YMCA at external meetings and events to develop a better service to young people within YMCA Norfolk and across agencies.
4. To input into cross-locality and cross-organisational working groups to support wider organisational objectives.

Development

- To develop and maintain strong relationships across the organisation and work within a multi-agency approach if this is required.
- To contribute in monthly team meetings to further the current volunteer work in line with the organisation's vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

Performance Management

- To ensure that the performance and contractual requirements of YMCA Norfolk and its funders are met and that young people receive a high quality person-centred service that is in line with YMCA Norfolk's values.
- To work to YMCA Norfolk's Outcomes Monitoring Framework, to evaluate the success for young people and use this to improve service delivery and innovate.
- To be alert to and manage risk effectively in all locations.
- To ensure all reporting is completed on time and is of the required detail and quality.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN
- To actively take part in required mandatory training as part of the yearly cyclical training calendar
- To actively take part in monthly supervision and ensure 75% of annual leave is booked by the 30th April each year.
- To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
- To operate within the Behaviours Framework embedded across the organisation.
- To implement and adhere to YMCA Norfolk's Policy and Procedures at all times

Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- As required engage in wider involvement opportunities and activities of YMCAN.

Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Organisation is compliant with legal and regulatory requirements.





Christian Ethos

- To ensure all policies, procedures and working practices within the service area support the Christian ethos and values of the organisation.
- To work in line with the Christian values of the organisation within the service area.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities/Job description and the changing working environment.



Terms and Conditions

Pay:	Grade D £10.24 per hour
Hours:	10 hours per week
Contract:	Permanent
Shift Pattern:	5 hrs per week in Norwich plus 5 hrs in King's Lynn and Gt Yarmouth Sites alternative weeks (flexible on working days).
Annual Leave:	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
Pension:	Access to contributory stakeholder pension scheme after 3 months.
Notice Period:	1 month
Conditions of Appointment:	Satisfactory references and satisfactory DBS check. This post is subject to a 6 month probationary period.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.

Scale Staff	None
Sites	Visits to YMCAN sites across the county will be required.
Discretion to Act	Any expenditure within the role is to be approved by the Youth and Community Manager.
Environment 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis. 2. Unsocial hours 3. Risk	In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area. The post will require you to meet with young people on a weekday evening and weekends. The post holder works detached so the potential risk is assessed as being medium. The post holder will work to the lone worker protocol at all times.





YMCA NORFOLK



Person Specification

Job Title	Volunteer Co-ordinator Assistant	
Category	Essential	Desirable
Knowledge	K1 – Knowledge of volunteering programmes.	K2 - Demonstrable understanding of managing and motivating a volunteer workforce.
Skills	<p>S1 - Excellent interpersonal skills, sufficient to communicate effectively with a wide range of staff, young people and external contacts.</p> <p>S2 - Excellent written and verbal communication skills.</p> <p>S4 – Good organisational, time and project management skills.</p>	
Aptitude	<p>A1 - Competent user of MS Outlook, Word, PowerPoint and Excel.</p> <p>A2 - Able to develop strong positive working relationships with colleagues.</p> <p>A3 - Able to demonstrate a clear commitment to excellence in service delivery.</p>	
Experience	<p>E1 – Experience of volunteering.</p> <p>E2 - Experience of running a volunteer programme either in a professional capacity or significant experience in a personal capacity contributing as a volunteer.</p> <p>E3 – Experience of the voluntary or not for profit sector.</p> <p>E4 - Experience of managing a diverse team.</p>	



Education	Q1 - "O" level / GCSE or Equivalent in Maths and English.	Q2 - Professional qualification in working with young people such as youth work or teaching. Q3 - Evidence of recent relevant training.
Christian Ethos	V1 - In sympathy with the Christian Identity of the YMCA	
Personal Qualities	P1 - Able to present self and work effectively P2 - High levels of honesty, integrity and discretion	
Circumstances	C1 - Able and willing to work unsocial hours C2 - Hold a full driving licence and have own transport	
Health	H1 - Able to meet the requirements of the post with or without reasonable adjustment	
Equality and Diversity	O1 - An understanding of equality and diversity	

