

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8PCS</b>	<b>Role Title</b>	<b>Volunteer Coordinator</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Restorative Practice Coordinator</b>
		<b>Directorate</b>	<b>Children's, Schools and Families</b>
<b>JE Band</b>	269-313	<b>Service</b>	<b>CSF Commissioning and Prevention</b>
		<b>Team</b>	<b>Early Help</b>
		<b>Date Role Profile was created</b>	<b>01/11/2016</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	To coordinate the recruitment, management and deployment of volunteers in order to contribute to the Youth Support Service's aim of increasing young people's participation and contribution to their local community and to assist them to fulfil their potential.
<b>Work Context</b>	<p>Surrey County Council's Services for Young People has three key strategic aims and priorities, these being more participation in education, training and employment, more young people safe from crime and anti social behaviour and more quality youth work delivered locally. There are a number of operating models working towards these aims with the key case management response to young people in need of specialist support being through the Youth Support Service.</p> <p>The Youth Support Service is a multi-agency, multi-disciplinary service working primarily with those young people who are within the youth justice system or who are already NEET. The YSS combines the case management functions that traditionally have been undertaken by the Youth Justice Service and Connexions Service and supplements these with targeted preventative activity and youth work support. This includes fulfilling the functions of a Youth Offending Team YOT. The YSS has further been commissioned to deliver services to some of the county's teenage children in need and to offer a homelessness prevention service to at risk 16 &amp; 17 year olds</p> <p>The YSS is committed to the use of volunteers to support its services and to offering volunteers a quality volunteering experience. One cohort of volunteers within YSS are those recruited, selected and trained as Community Panel Members (CPMs). CPMs sit on Referral Order Panels and take decisions on what needs to happen in order to reduce the risk of further offending and make amends for the existing offence, for young people receiving a Referral Order. Volunteers also support young people and families in a variety of ways, usually on a case by case 1-1 basis often around skills development or in a befriending capacity. Further volunteers may support the service with administrative tasks. Day to day management of many of these volunteers is with colleagues within the YSS; the role of the Volunteer Coordinator is to maintain an overview both of the overall scheme, and also the needs of the individual volunteers.</p>
<b>Line management responsibility</b> if applicable	None
<b>Budget responsibility</b> if applicable	None

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>• Assess and manage risk associated with assigned cases/service delivery.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Contribute to the regular monitoring and review of services established to facilitate service improvement.</li> <li>• Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Undertake care planning and manage complex cases and / or take a lead on development and project work, assisting in development and improvement of services and practice in own area.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Make recommendations for the provision of services in line with the budget determined according to assessment of needs, and advises less experienced staff on budget and costs of services.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and deliver service in partnership.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Advanced vocational qualification at level 4 or considerable on the job experience.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Practical knowledge of relevant legislation, processes and procedures and issues relating to the service user group with ability to apply this in challenging situations. Working knowledge of practice standards where appropriate.</li> <li>• Able to assess, plan and review cases; undertake challenging casework, where appropriate shadowing more experienced social workers/practitioners.</li> <li>• Numerate and able to advise on effective use of budgets and resources.</li> <li>• Competent in a range of IT tools including MS Office and database management systems.</li> <li>• Effective written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to maintain effective working relationships at all levels.</li> <li>• Creative problem solving skills and the ability to identify service improvement initiatives.</li> <li>• Able to promote effective team working, and use supervision to improve personal performance and practice of junior staff.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul>

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Education, Training and Work Qualifications, Educated to A' level or equivalent. Evidence of ongoing training and personal development to increase skills in working with this client group</p> <p>Knowledge and experience: An in depth working knowledge of the issues relating to work with volunteers</p> <p>An understanding of equal opportunities and anti-discriminatory practice and their importance in working with young people and children</p> <p>Awareness of the issues that affect the lives of young people and potentially lead to offending and/or becoming NEET</p> <p>An understanding of, and commitment to, the principles and practices of restorative justice and mediation – or the evidenced willingness to develop such an understanding</p> <p>Awareness of the issues relating to victims of crime</p> <p>Extensive experience of working with a wide range of people and agencies in a people centred environment</p> <p>Skills and abilities</p> <p>Strong ability to communicate and engage effectively with a wide range of people at all levels</p> <p>Exceptional ability to handle a wide range of often difficult and challenging situations, using a high level of sensitivity, clarity and focus to ensure volunteers are encouraged and motivated to participate without feeling pressured</p> <p>Ability to recruit, train and supervise volunteers</p> <p>Ability to develop and maintain effective networks with partner agencies and others</p> <p>Competent in the use of IT including databases and spreadsheets</p> <p>Other requirements</p> <p>A determination, desire and ability to play a central role in the development of services that are creative, effective and cost efficient, and that make a positive impact on the lives of young people, families, victims and communities</p> <p>A strong commitment to the ethos of the YSS and to the contribution of the community to those processes</p> <p>An equal commitment to diverting young people away from crime</p> <p>The tenacity and determination to engage the full commitment of colleagues, both internally to the YSS and externally, to the importance of the inclusion of the community in responses to</p>
<p><b>Role Summary</b></p>	<p>Roles at this level manage and organise effective provision of services through specific projects, specialist advice, guidance and assessment, or day-to-day coordination of front line delivery of a specific service. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They work collaboratively with a network of internal and external colleagues. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

<b>Reason for Benchmarking - please complete the appropriate Business Case below</b>		
<b>Reason</b>	<b>Guidance for Business Case</b>	<b>Business Case</b>
<b>A - Creation of a new role</b>	Please provide context to the creation of this new role.	
<b>B - Creation of a new role as a result of a reorganisation</b>	Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken?	<p>The operating environment for local government children's services in Surrey is summarised by increased demand, reduced funding and regulatory pressure.</p> <p>This context requires the Council to change and adapt in order to meet its legal duties and residents expectations. The Council is already struggling to work within the budgets they have and currently forecasts to overspend by £22m of which £5m relates to CSF.</p> <p>Therefore, commissioning arrangements require significant join-up and establish a culture and practice of 'one team' that will transform early help services, improve the quality of practice, reduce demand and deliver value for public money.</p>
<b>C - The profile has been reviewed to more accurately reflect the existing duties of the current role</b>	Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level.	
<b>Date new role profile has been agreed with the role holder(s)</b> Reason C of the business case only		
<b>OM Number of the position - Reason C</b> of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree.		
<b>Current grade of the position - Reason C</b> of the business case		
<b>Manager's OM Number this role reports to - Reasons A,B, C</b> above		20101258

### Requesting manager's details

<b>Manager's name</b>	<b>Manager's role title</b>	<b>Date request submitted to HR</b>
Ben Byrne	Head of Early Help	11/16

### Approval Section

**Requesting manager to confirm:**

1. Head of Service approval for the creation/amendment of the role
2. Senior Manager confirmation of the available budget

Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation.

Position	Name	Date of approval
Head of Service	Ben Byrne	Nov-16
Senior Manager	Sarah Gooding	Nov-16

**To be completed and approved by an HR Advisor**

HR Advisor to confirm that the role is at a correct level within the particular Job Family

Position	Name	Date confirmed benchmarking to JE Coordinator
HR Advisor/Senior Advisor		

**To be completed by JE Coordinator**

Reference Number	
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