



Community Advice and Support Services

Job Description and Person Specification

Please note this statement is for information only and does not form part of a contract. This list is not exhaustive and you will be expected to undertake such duties as may be assigned to you by CASSPLUS from time to time. Staff are expected to be flexible in their work in order to deliver the objectives of the organisation.

Job title	CASSPLUS/Harbour Volunteer Co-ordinator
Contract type	Permanent
Grade/starting salary	£21,457 pro rata
Reporting to	CASSPLUS CEO
Direct reports	CASSPLUS Co-ordinators
Area of work	Devon and Cornwall - Plymouth focused

Context

CASS+ is an independent charity providing advice and support to all who are attending Court or Tribunal hearings and their families. We operate independently of other agencies. We work with individuals to identify the most effective intervention to resolve the difficulties they are experiencing. CASS+ will signpost, encourage and enable clients to access a range of specialist agencies based in local communities. Our motto is '*access to answers*'.

Harbour is a local charity which provides community-based treatments enabling people to recover from misuse of drugs and alcohol; advice, information and care to prevent harm caused by substance misuse; and aims to support families and carers during the recovery process.

Purpose of the Role

To build improved systems across both organisations;

- Recruiting, supervising and coaching volunteers
- Establishing shared programmes for induction and training, internal evaluation and review processes
- Increase the range of volunteer roles
- Targeting recruitment of people with 'lived experience', providing employability skills and experience
- Forming new policy and process documentation

Role Responsibilities

Service Delivery – Supporting the smooth day to day delivery of services and maintaining a consistently high quality

- Provide advice, information and support to volunteers and wider staff teams through face to face, telephone and e-mail contact
- Work to and maintain a focus on the aims and objectives of the service and comply with all CASSPLUS policies and procedures
- Ensure data protection and safeguarding measures are in place and being followed at all times
- Monitor and evaluate volunteer activities
- Ensure adequate cover for services through volunteer recruitment and rotas
- Manage risk within office settings and settings where team members are working, following Health & Safety policies including the monitoring, recording and reporting of incidents
- Keeping up to date volunteer files and undertaking administrative tasks
- Write and distribute regular reports for stakeholders

Volunteer Management – Lead, manage and motivate the team of volunteers. Create the environment in which volunteers can do their best work and continue to be a high performing team.

- Building on success, lead and inspire volunteers to work together within and beyond the team to deliver the organisations' objectives
- Recruit, train and retain volunteers and ensure all volunteers are managed to CASSPLUS policies and procedures and fully understand and are committed to the mission, values and strategies of CASSPLUS and Harbour
- Promoting volunteering opportunities based on the needs of the organisations through recruitment and publicity strategies
- Develop and deliver Induction training and on-going training for all volunteers including working towards accreditation
- Encourage and support volunteer development and proactively manage performance
- Co-develop work plans with team members and coach through one to one and group supervision and individual performance development programmes
- Proactively ensure all volunteers are kept fully briefed on key issues and ensure two way communication
- Maintaining awareness and understanding of current legislation relating to volunteering and ensuring the organisations comply with any changes.

External Representation and Networking – Contribute to ensuring that CASSPLUS and Harbour are well regarded externally in key areas relating to the role

- Represent CASSPLUS and Harbour at appropriate external meetings
- Working with multiple agencies across different sectors in order to establish good working relationships

- Engage with and raise awareness of the role and function of the service with key external agencies

General Responsibilities

- Play an active role as a member of the CASSPLUS Team
- Support the CEO role
- Undertake any reasonable activity required by the CEO

Person Specification

Knowledge and Experience	
<i>Essential</i>	<i>Desirable</i>
Demonstrate a minimum of two years working within a volunteer support delivery role	Experience of working in a criminal justice setting is highly desirable
Demonstrable understanding of the circumstances that may contribute to an individual requiring support and advice	
Experience of supporting and enabling others to identify and prioritise their needs	
Knowledge about the role of volunteers in relation to organisational effectiveness in the not for profit or charitable sectors	Specialist expertise in managing volunteers within the criminal justice setting
Understanding of effective coaching and training interventions for volunteers	Experience of coaching and delivering training
Experience of working effectively with external agencies	Knowledge of local agencies
Proven track record of keeping up to date records and files	
Knowledge and experience of risk assessment and management	
Skills and Abilities	
Ability to lead a team and a positive ambitious attitude to change, challenges and opportunities.	
Ability to collaborate with colleagues both internal and external	

Ability to organise self and others within the office environment	
Good communication skills and the ability to have difficult conversations with a view to a resolution or solution	
Ability to deliver induction and on-going training for volunteers	
Good computer skills, including word processing, database inputting, e-mail and internet	Ability to research and share information with clients and colleagues
Ability to deliver reports and information governance data to deadlines	
Ability to work calmly under pressure to solve problems and demonstrate resilience, resourcefulness, flexibility and perseverance.	
Innovative and creative and ability to persevere with change objectives.	
Good time management	
Commitment to promote and practice the CASSPLUS and Harbour mission, vision and values	