



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 Co-ordinator
Contract type	Permanent
Starting salary	£21,457 (Pro rata £12,874)
Reporting to	Operations Manager/CEO
Direct reports	Line Manage Volunteers
Area of work	Newton Abbot

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*'.

Purpose of the Role

To offer advice, information and support to people attending Court or Tribunal Hearings:

- Oversee signposting and referrals
- Multi-agency working
- Supervising and coaching volunteers

Role Responsibilities

Service Delivery – *Ensure the smooth day to day delivery of the service maintaining a consistently high quality*

- Provide advice, information and support to clients through face to face, telephone and e-mail contact
- Oversee signposting and referrals within the service
- Work to and maintain a focus on the aims and objectives of the service and comply with all policies and procedures
- Ensure data protection and safeguarding measures are in place and being followed at all times
- Monitor and evaluate service delivery through maintenance of the database
- Ensure adequate cover for the service through volunteer rotas

- Manage risk within the office and settings where team members are working, following Health & Safety policies including the monitoring, recording and reporting of incidents
- Keeping up to date pathway files and undertaking administrative tasks
- Write and distribute regular reports for stakeholders
- Manage the office petty cash

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 organisation's 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 strategy
- Promoting volunteering opportunities based on the needs of the organisation 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 service complies with any changes.

External Representation and Networking

Contribute to ensuring that CASSPLUS is well regarded externally in key areas relating to the role

- Represent CASSPLUS at 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 General Manager role
- Undertake any reasonable activity required by the General Manager

Person Specification

Knowledge and Experience

<i>Essential</i>	<i>Desirable</i>
Demonstrate a minimum of two years working within a 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 NGO 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 mission, vision and values	
Ability to promote equal opportunities and support a diverse and inclusive organisation	