**TLC: Talk, Listen, Change**

**Role Profile**

**Job Title:** Early Help Volunteer Coordinator

**Salary:** £22,627 per annum (depending upon experience) plus

Annual Continuous Professional Development allowance

Annual leave entitlement

Birthday leave

**Contract:** Until 31st March 2023.

**Hours:** Part time, 28 hours per week, although this is negotiable.

**Location**: Flexible: Can include both or either TLC: Talk, Listen, Change

Manchester Centre, Trafford House, Chester Road, Manchester, M32 0RS, or home-based. There will be a requirement for some travel within the Greater Manchester area and beyond.

**Accountability:** To the Director of Services.

**Job Purpose:** To recruit, induct and supervise a range of volunteers supporting two Early Help Hubs (Children’s Centres) in Partington and Stretford, and the Talkshop youth drop-in provision based in Sale, Trafford.

**Direct Reports:** None.

**Role and responsibilities**

The Volunteer Co-ordinator will:

* Recruit, induct, support and supervise a team of volunteers
* Support the training of volunteers through links with other organisations in Trafford and the development of specialist input as needed
* Provide ongoing advice and guidance to volunteers through regular 1-2-1 supervision sessions
* Support effective qualitative and quantitative monitoring and evaluation of the service by collecting and recording information and data, and produce project reports as required
* Develop and maintain an excellent knowledge of the local area, local voluntary groups and statutory agencies and their services
* Work in partnership with other agencies in Trafford to support volunteer recruitment and outcomes for the project as a whole
* Ensure that the service operates within legislative guidelines and TLC: Talk, Listen, Change policies and procedures, with special reference to safeguarding children and vulnerable adults, confidentiality, risk assessment and management, and health and safety.

The above details reflect the content of the post at the date prepared. The post will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the service and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** |  **ESSENTIAL** |  **DESIRABLE** | **IDENTIFIED** |
| **EDUCATION****TRAINING****KNOWLEDGE** | Good level of general educationGood standard of literacy, numeracy and IT competencyKnowledge of a range of services and benefits/ entitlements/opportunities to enable people to make positive changes | Educated to degree level or equivalentA sound knowledge of assessment processes | Application form and Interview |
| **RELEVANT****EXPERIENCE****(Paid or Voluntary)** | Experience of assessing, working with and managing risk appropriatelyExperience of working with volunteers | A sound understanding of safeguarding issuesExperience of volunteer management | Application form and Interview |
| **SKILLS AND****ABILITIES** | Ability to communicate positively and assertively with people at all levelsAbility to build motivational working relationships with people, building on their strengthsAbility to problem solve, including seeking creative and imaginative solutionsAbility to work within a positive risk-taking service environmentAbility to prioritise own workloadConfident in the use of IT and web based tools/informationAbility to support volunteers |  | Application and Interview |
| **PERSONAL** **ATTRIBUTES****&** **OTHER FACTORS**  | Self-motivated, enthusiastic with a “can do” attitudeAbility to travel independentlyAbility to work flexiblyGood team playerCommitment to equality and diversityBusiness insurance and own vehicle |  | Application and Interview |