

JOB INFORMATION

Job title:	Volunteer Support Coordinator (Cardiff)
Department/Team:	Service Department
Reporting to:	Regional Service Manager
Salary:	£12.00 per hour
Benefits:	Up to 6% matched employer pension provision, salary exchange scheme, cycle to work scheme, and interest free loans for season tickets
Annual Leave:	28 days (full-time), in addition to the bank holidays, rising by one day on the 1st and 2nd anniversaries of employment, and an additional extra day's leave on the 5th anniversary of employment and each subsequent 5th anniversary.
Contract:	Fixed-term (1 Year)
Hours per week:	Part-time - 2.5 days a week (17.5 hrs) Monday, Friday and a half-day either on Tuesday or Thursday
Location:	Cardiff Civil and Family Justice Centre

JOB DESCRIPTION

Purpose of post

- Support the Service Manager with managing the Cardiff Support Through Court service.
- Provide support to volunteers throughout the shift.
- Work alongside the Service Manager to ensure delivery of the service in line with the University of Cardiff partnership agreement.
- Oversee the daily running of the service when on duty.
- Assist the Service Manager to train and supervise a team of volunteers to deliver face-to-face and online support that meets client demand.
- Develop support sessions and resources in Welsh to enable volunteers to provide support in both Welsh and English.
- Support with administrative office systems and procedures.
- Empower volunteers to ask clients for donations.

Main duties and responsibilities

1. Service related

- 1.1. Assist in the recruitment of volunteers.
- 1.2. Support volunteer induction and training.

- 1.3. Support volunteers to deliver a busy client facing and online service.
- 1.4. Support volunteers to deal with challenging and vulnerable clients.
- 1.5. Occasionally deliver client work.
- 1.6. Help to develop a supportive, helpful, inclusive, accessible and friendly service, in both English and Welsh.
- 1.7. Develop a knowledge of local services for volunteers to signpost clients to.
- 1.8. Ensure accurate client records and data collection processes are maintained.

2. Management and development

- 2.1 Coordinate support for volunteers to ensure that the service runs efficiently.
- 2.2 Develop relationships with University of Cardiff to support the university partnership.
- 2.3 Develop a thorough understanding of our safeguarding policy and ensure adherence.
- 2.4 Develop a good understanding of organisations in the local community and develop a signposting directory to support volunteers with referrals and signposting.
- 2.5 In collaboration with the SM and IT department, help maintain IT systems in your office and support volunteers to use these systems independently.

3. General

- 3.1 Collaborate with colleagues working remotely from you to develop good working relationships, share best practice and support one another.
- 3.2 Ensure that all work is carried out in accordance with the charity's equal opportunities, confidentiality, data protection, safeguarding and personal safety policies.
- 3.3 Support Through Court is undergoing a period of development and this job description is not exhaustive. You will be expected to undertake such other duties as may from time to time reasonably be required.

PERSON SPECIFICATION

Essential requirements

Experience

- Experience of work in the public or voluntary sector, or a demonstrable aptitude for doing so.
- Excellent computer skills, including IT set-up skills.
- Comfortable working over multiple sites on occasions.

Skills and Abilities

- Ability to deal with competing demands, calm and reliable under pressure, demonstrating sound judgement.
- Demonstrable ability to build a relationship with and work as part of a close-knit team
- Persuasive, authoritative, confident and decisive.
- Enthusiastic, flexible, energetic and committed.
- Diplomatic and tactful, concerned to maintain good relationships even when there are disagreements.
- Ability to deliver a supportive service to vulnerable people.
- Excellent writing and speaking skills suitable for a wide range of audiences.
- Ability to work collaboratively and on own initiative.
- Willingness to adhere to the charity's equal opportunities and confidentiality policies.
- Ability to speak both English and Welsh.
- Ability to work effectively in partnership with other agencies.
- Ability to plan and undertake evaluation.
- Willingness to work occasional unsocial hours, and travel across multiple locations.

Desirable requirements

- At least 1 year's successful experience in a service-based organisation.
- Experience of working with volunteers.
- Ability to recruit, train and enable a team of volunteers.
- Experience of delivering training.
- Experience of fundraising.
- Knowledge of the judicial and court process.
- Knowledge/experience of online training mechanisms.
- Experience of using social media in a work environment.