

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	COMMUNITY & CHILDREN'S SERVICES
Division:	CHILDREN'S SERVICES
Section:	CWM TAF YOUTH OFFENDING SERVICE
Sub Section:	RESTORATIVE JUSTICE
Post Title:	VOLUNTEER SUPPORT ASSISTANT – EXTERNALLY FUNDED
Vision Post Number:	12397
Grade:	GR7
Responsible to:	OPERATIONAL MANAGER
Posts Reporting to this Post:	N/A
Team:	RESTORATIVE JUSTICE
DBS Required Level:	ENHANCED
Location:	MERTHYR LAW COURTS
Date of Description:	20 NOVEMBER 19

KEY OBJECTIVES

- The prevention of offending and reoffending by improving outcomes for young people and victims.
- The post holder will, as part of the multiagency Youth Offending Service, assist with recruiting, training and retaining volunteers to enhance the level of service to young people.

SPECIFIC RESPONSIBILITY

1. Recruit members of the public from a diverse cross section of the community to volunteer in a number of specific and generic roles in Cwm Taf YOS.
2. Liaise with partnerships to create sustainable recruitment pathways and assist with organising profile-raising events to attract new volunteers.
3. Contribute to the development of training programmes designed to equip volunteers for their role in Cwm Taf YOS.
4. Raising staff awareness of the role and function of volunteers. Develop mentoring programmes and coordinate internal mentoring programmes with experienced staff members.
5. Liaise closely with mentors and managers to ensure volunteers are progressing effectively.
6. Contributing research and writing volunteer policies and procedures
7. Keeping up to date with legislation and policy related to volunteer and briefing management to any required changes in policies and processes.
8. Keeping up to date with Health and Safety and risk management legislation and policies within Cwm Taf.
9. Contributing to the generation of new volunteering opportunities and role descriptions based on the needs of Cwm Taf YOS.
10. Organising rotas and providing inductions and training (Training will take place on evenings and/or Saturdays).
11. Monitoring, supporting and motivating volunteers and their work.
12. Managing reimbursement of expenses within budget allowances and according to RCT Terms and Conditions.
13. Monitoring and evaluating activities and writing reports for management.
Maintaining databases and undertaking any other administrative duties.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.



THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills .	Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.
EXPERIENCE	<p>Excellent communication skills;</p> <ul style="list-style-type: none"> • strong interpersonal skills and the ability to deal with a diverse range of people; • experience of managing or co-ordinating projects and volunteers (paid and/or unpaid); • ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others; • competence with administration and IT, and an ability to maintain records and produce clear written and oral reports; • flexible and non-judgemental approach to people and work. 	<p>An empathy with volunteers and an understanding of their needs.</p> <p>Excellent organisational skills and the ability to manage a wide range of tasks.</p> <p>Experience of working across different sectors and development links with other agencies.</p> <p>Ability to inspire and motivate others.</p>
COMPETENCIES	Community & Social Care	
Working with Partners	<p>Actively identify partners and community networks that can be used for the benefit of the service user.</p> <p>Ensures that everyone has a clear idea of what their roles are and what they are trying to achieve.</p>	
Working with team members	<p>Contributes to a strong team spirit of shared responsibility and co-operation.</p> <p>Builds lasting, positive and supportive relationships based on trust.</p> <p>Promotes and demonstrates an ethos of equality and diversity.</p>	

Communicating effectively	<p>Keeps a flow of information going to allow quick resolution of issues or queries.</p> <p>Produces clear, accurate and up to date reports and records</p> <p>Consistently uses the form of communication that is best for the situation (eg, verbal, email, writing).</p>
Looking after the Service Users best interests	<p>Explores and identifies the range of risks within the situation to service users, others and self.</p> <p>Sets up / supports care packages that genuinely meet identified needs as much as possible.</p> <p>Plans for and resolves difficulties.</p>
Working with Change	<p>Has creative and different ideas about how to move things forward in service areas.</p> <p>Makes changes and ideas a reality and helps to make them work.</p>
Achieving results	<p>Demonstrates professional competence and consistently delivers high-quality outcomes.</p> <p>Has clear aims and objectives and understands how to link to wider council objectives and Key Performance Indicators (KPIs).</p>
Encouraging Professional Development	<p>Is open to alternative methods of development, eg training, coaching, reading, mentoring, experiential learning.</p> <p>Recognises that there is always room for self-improvement.</p>
Complying with Health and Safety	<p>Is aware of all relevant Health and Safety Procedures.</p> <p>Ensures that others are aware of H&S issues that might affect them.</p> <p>Puts measures in place that minimise risk of incidents.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel independently throughout the Cwm Taf area</p>