

PLIAS Resettlement Volunteer Coordinator Job Description

Reporting to:	General Manager
Location:	Bridge Park Complex
Salary:	£28,000 pro rata
Working Hours:	Tuesday to Thursday 09.00am – 17.00pm (Flexibility Required)

Part-time, 2 Year Fixed Term.

Overall Purpose of the Role

The Volunteer Coordinator will recruit, screen and train volunteer mentors from the community, as well as, where appropriate, from our existing pool of current and former service users in order to provide one to one mentoring support to adult ex-offenders, young people, women and girls and those with particular vulnerabilities to make positive choices about their lives and to support them during important transition points to enable them to rebuild their lives.

The Volunteer Coordinator will be involved in the matching of mentees and will provide follow-up support once each match is made and will plan and implement workshops and support groups to provide essential support to mentees and mentors.

While the Volunteer Coordinator will deliver the mentoring service for all clients, the post will develop the service for BAME service users who are over-represented within the criminal justice system to support their rehabilitation and women and girls experiencing domestic abuse and other harmful practices.

The Volunteer Coordinator may also undertake some casework providing advice and advocacy for service users regarding their rights and needs related to their circumstances, (e.g., accessing benefits, housing, health and social care support, welfare rights, education, counselling, training, and employment).

Duties & Responsibilities

1. To be responsible for the recruitment and management of all mentors, establishing and maintaining all administrative systems necessary for the effective and efficient functioning of the Mentoring Service.
2. To promote PLIAS Resettlement volunteering opportunities by implementing publicity strategies and campaigns and overseeing the implementation of on-going advertising and mentor and mentee recruitment plans.
3. To develop and maintain a range of publicity and promotional materials.
4. To plan, promote and host online and group events to recruit mentors. This will include securing suitable locations or organising this through Zoom/MS Teams

- meetings, printing hand-outs, presenting the mentoring programme, maintaining records of attendance, and monitoring the progress of mentor applications.
5. To develop referral arrangements with local organisations, agencies providing education, training, employment, accommodation, counselling, and other specialist support appropriate to the clients' needs.
 6. To process all mentor applications, conduct background check forms including Disclosure & Barring Service checks and administer all mentor expenses.
 7. To establish and maintain a database of information on new referrals, service users and volunteer mentors.
 8. To oversee participant screening (both mentors and mentees); training of mentors including the PLIAS Resettlement Charity Log database, matching, support, supervision, and closure activities for mentors and mentees.
 9. To undertake health & safety checks and risk assessments for all clients on the programme.
 10. To conduct client needs assessments and support with setting short, medium and long-term goals and writing personal action plans.
 11. To oversee the individual mentoring agreements between mentors and mentees.
 12. To ensure mentors can (a) provide information, support or to signpost service users to relevant services they may require (b) offer support, advice, and encouragement to isolated individuals (c) empower mentees to make positive and informed life choices.
 13. To develop community networking i.e. building lines of support and making cross-referrals to other health and social care services, mental health agencies, training and educational agencies and employers that offer resources, training, and employment opportunities.
 14. To host on-going monthly support groups for mentors and mentees; groups may be topic-based which may include organising speakers from local groups and organisations to connect service users to local organisations.
 15. To support and work closely with other staff members to provide a comprehensive package of support to contribute to the organisations aim and objective of reducing the risks associated with re-offending by supporting adult offenders and ex-offenders, young people and women and girls experiencing domestic violence and other harmful practices.
 16. To ensure that regular contact with mentees is maintained by checking in with both mentees and mentors when either party fail to attend mentor appointments, with the aim of ensuring on-going engagement.
 17. To ensure arrangements and systems are in place to support remote mentoring sessions via telephone and online channels.
 18. To provide monthly reports to PLIAS Resettlement Management highlighting the success of the programme and any issues of concern.
 19. Research and work towards a volunteering quality mark.

20. Celebrating volunteering by nominating volunteer mentors for awards and organising celebration events.
21. To manage the PLIAS Resettlement Engagement Forum and provide service users the opportunity to discuss issues or topics that may affect them and inform future PLIAS Resettlement projects.
22. To contribute to PLIAS Resettlement diversity and equality opportunity policy to ensure compliance of self, staff, and volunteers.
23. To contribute to fund raising opportunities to ensure the sustainability of PLIAS Resettlement services.
24. To undertake any other duties that the management team may require that is commensurate with the post.

Equalities

1. Model a pro-social model and outcome focused approach; upholding an inclusive culture where respect, honesty, and trust enable adults and young people to achieve their aims and goals.
2. Work within expected practice standards, expectations and timescales, and culture of personal and collective responsibility and accountability for the quality and inclusivity of all delivery.
3. Demonstrate a commitment to equality of opportunity for all groups of staff and service users and challenge discrimination including racism, sexism and all other forms of oppression and unjust attitudes, behaviour and practice.
4. Promote equality of opportunity and collaborative working, delivering non-discriminatory services and promoting greater equity for disadvantaged groups.
5. Be vigilant to the diversity of the adult and young people programs and opportunities provided; ensuring they are reflective of the needs of different age groups, abilities, and cultural identities, and inclusive of their interests.

Benefits

In return for your hard work, dedication, and commitment, PLIAS Resettlement can offer you some fantastic benefits:

1. Competitive Pay Rates
2. Personalised Well-Being Budget
3. Workplace Pension Scheme
4. Free DBS
5. Free training

Working for PLIAS Resettlement gives you the opportunity to impact the community and deliver positive change in people's lives.

Volunteer Coordinator Person Specification

Education & Qualifications	Criteria	Assessment
Degree or Equivalent Qualification	D	A
Commitment to personal/professional development	E	A
Experience	Criteria	Assessment
Experience of managing a mentoring programme	E	A/I
Experience of working with people from diverse communities	E	A/I
Experience of managing volunteers to deliver positive outcomes	E	A/I
Experience of casework and setting up, operating, and maintaining systems to monitor mentor/mentee progress and outcomes achieved	E	A/I
Experience of delivering employability support and Information, Advice & Guidance (IAG)	E	A/I
Experience of recording and maintaining documentation for all processes developed	E	A/I
Experience of working with external stakeholders and partners	E	A/I
Knowledge and Skills	Criteria	Assessment
Knowledge of working practices, legislation, and policies within the charity sector in relation to delivering services to adults and young people	D	A/I
Knowledge and understanding of safeguarding policies and guidelines	E	A/I
Knowledge and understanding of barriers faced by people who have been in contact with the criminal justice system	E	A/I
Ability to establish good working relationships with colleagues and external organisations	E	A/I
Ability to work on own initiative	E	A/I
Ability to generate ideas and implement strategies	E	A/I
Ability to conduct presentations and facilitate one to one and group training that accommodates diverse needs and different learning styles	E	A/I
Excellent communication skills, including written, oral, digital and telephone communication	E	A/I
Excellent organisational and time management skills	E	A/I
Proficient in Information Technology including Microsoft Word, PowerPoint, Excel, Teams and other online platforms including Zoom	E	A/I
Personal Qualities	Criteria	Assessment
Highly motivated and self-reliant	E	I
Enthusiastic, innovative forward looking and committed	E	I
Tenacious and able pursue matters to a close	E	I
Excellent organisational and planning skills including the ability to be flexible to achieve targets	E	A/I
A passion for improving outcomes for our service users	E	A/I
Creative approach to problem solving	E	A/I
Excellent interpersonal skills	E	I
Ability to be reflective and self-critical	E	A/I
Ability to display calmness under pressure and remain focused	E	I
Willingness to support colleagues	E	A/I
High expectations of self, clients, and colleagues	E	A/I

Criteria Key

E Essential
D Desirable

Assessment Key

A Application
I Interview