# Job Description

# Volunteer Coordinator

| **Job Title** | **Volunteer Coordinator** |
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| **Hours** | 35 |
| **Salary** | £24,518, £26,650 |
| **Term** | 1 year fixed term with potential extension |
| **Base** | **Redcar/South Tees** |
| **Reports to** | **Community Lead** |
| **Purpose of Job** | Recovery Connections is a lived experience recovery organisation providing drug and alcohol recovery support and a range of support and interventions for those striving for and achieving recovery.  A key part of the service is the provision of highly skilled and well-trained volunteers and Recovery Ambassadors.  The post holder will be responsible for the recruitment, induction, training and development of volunteers and Recovery Ambassadors. Recruitment will be targeted at volunteers with experience of Addiction (substance dependence), student volunteers, peer mentors and family and/or carer volunteers.  The Recovery Ambassador training programme is accredited through Open College Network, the post holder will be required to support the training delivery and learner support.  Supporting the development of mutual aid and an independent recovery forum.  The post holder will be responsible for working with the Community Team Lead, Rehab and Service Managers to identify volunteering and Ambassador requirements.  The post holder will be supported and managed by the Community Team Lead and will be expected to take part in the ongoing development of support systems and service improvement planning. |

**Management accountability**

Effective management and supervision of volunteers and ambassadors.

**Key Duties:**

* Recruit a team of volunteers and Recovery Ambassadors (to include family members and young people) with a range of diverse skills to support service delivery across the Redcar/South Tees service.
* Specialist recruitment for volunteers to provide Employment, Training and Education specific interventions as part of the recovery and reintegration element of the service.
* Ensure that all volunteers and Recovery Ambassadors receive the Recovery Connections induction and supervision to carry out their roles.
* Support the delivery of OCN-accredited training and provide learning support for the Recovery Ambassadors.
* Work with people and groups to recruit and develop individuals who may be ready to move into volunteer or Recovery Ambassador Roles.
* Develop robust partnership working arrangements with partners within Redcar/South Tees and other allied organisations.
* Liaise within the Partnership to identify volunteer and Recovery Ambassadors requirements that will complement service delivery – this will include the provision of volunteer-led projects in local communities, alternative/complementary volunteer therapists, project volunteers, student volunteers and Recovery Ambassadors.
* Provide evidence-based advice and support to volunteers and Recovery Ambassadors.
* Produce reports on the activity and effectiveness of the volunteering and Recovery Ambassadors across the Redcar/South Tees service.
* Lead the successful administration of DBS applications for all volunteers and Recovery Ambassadors across the Redcar/South Tees service..
* Engage proactively with both line management and supervision and maintain a current knowledge of appropriate interventions.
* Support Community Coaches to link in with community groups, local residents and contracted services and connect our recovery community locally.
* Ensure a strengths-based approach is adopted and where possible co-production with the recovery community is utilised for all planning groups.
* Coordinate and oversee peer-led evaluations, peer-led consultations, and satisfaction surveys.
* Ensure there is a range of recovery support opportunities delivered across the Redcar/South Tees area coordinated and supported by the Community Team with support from volunteers and Recovery Ambassadors.
* Ensure employment, education and training is a realistic opportunity for those who are deemed to be ready using The Recovery Zones as a guide
* Support development of Recovery Connections led enterprise and opportunities.
* Represent Recovery Connections at various local and national forums.
* Contribute to the Strategic development of Recovery Connections.
* Lead on identified work streams as part of an overall service improvement plan.
* Lead on Investors in Volunteers standard compliance and continual improvement.
* Address issues relating to Equality and Diversity ensuring fair and equitable access to all services offered including but not exclusively volunteering, recovery support, Ambassador Programme and training.
* Complete risk assessments for all activities non-paid staff are involved in.
* Report all safeguarding concerns to the Community Lead and Service Manager and ensure appropriate action is taken
* Work flexibly across operational sites as required.
* Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
* Seek to improve personal performance, contribution, knowledge and skills.
* Participate in appraisal, training and supervision processes.
* Keep abreast of developments in services, legislation and practice relevant to the community.
* Ensure the implementation of all Recovery Connections policies.
* Contribute to maintaining safe systems of work and a safe environment.
* Undertake other duties appropriate to the grade of the post.

**The following skills and experiences are required or desirable.**

**Person Specification – Essential Criteria**

Knowledge of Equality and Diversity Practices

The core value of Asset Based Community Development principles

Good understanding of mutual aid

Experience of recovery orientated service delivery

Experience in recruitment and management of volunteers

Leadership and management of volunteers

Understanding of issues relating to substance use

Understanding of social exclusion effects

Understanding of the importance of upholding quality standards, performance monitoring and collating appropriate statistical information

Knowledge of health and safety, including assessing high-risk situations for people

A caring attitude with an unprecedented belief that people can and do recover from addiction

**Skills**

Excellent verbal and written communication skills

Ability to engage with and motivate people

Good organisational skills

Good time management skills

Computer/ITC literate.

Able to work independently and as part of a team

Proven ability to network and build professional relationships

A flexible open approach

Proven skills in planning and administration

Proven ability to network and build professional relationships

An empathic and non-judgemental attitude.

Demonstrate the ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation

Ability and willingness to develop the treatment programme to suit individuals needs.

**Experience**

Previous work within the addiction/recovery field is desirable

Experience in the development and delivery of training programmes is beneficial

Experience in project management

Experience in managing staff/volunteers

Providing support and coordination of volunteers

Working in partnership with a range of statutory and non-statutory agencies

Able to perform in a demanding specialism

**Qualifications**

Essential: NQF level 2 (and above) in a Health & Social Care related field

Desirable: NQF level 3 or above in leadership and/or management

Desirable: PTTLS, CTTLS, DTTLS, TAQA or similar adult teaching qualification

**This post is subject to a Disclosure and Barring (DBS) check at an enhanced level.**

**Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.**