



The Clock Tower Sanctuary (CTS) is recruiting an experienced **Volunteer Coordinator** to manage and develop our Volunteer Programme. The successful candidate will bring energy and skills to our team and forge excellent working relationships with our committed and passionate volunteers. The role is for 29 hours a week spread over 5 days.

Job Title:	Volunteer Coordinator
Salary:	from £21,500 up to £24,000 pro rata
Responsible to:	Services Manager
Responsible for:	Up to 40 volunteers
Hours of Work:	29 Hours per week Mon, Weds, Thurs, Fri 9.30am – 3.30pm & Tues 9.30am – 5pm (with occasional out of hours training work)
Place of Work:	Wenlock House, 41-43 North Street, Brighton, BN1 1RH
Annual Leave entitlement:	25 days per year + bank holidays pro rata + birthday
Pension:	3% rising by 2% every 2 years up to 6%
Notice period:	2 Months

About The Clock Tower Sanctuary

The Clock Tower Sanctuary (CTS) works with vulnerable young people in Brighton & Hove. Our vision is that no young person becomes part of the long term homeless population.

CTS operates a day centre which provides crisis support, activities, Lifewise life skills classes, one to one work, support to access volunteering, training and employment and support to become independent adults.

How to apply

Application is by CV and supporting statement. In your supporting statement please explain how your experience and knowledge meets the criteria marked * in the person specification.

Closing date for applications is **9am on Friday 14 September 2018** - Please send your application to Clare McKinley, Services Manager via email claremck@thects.org.uk

Interviews will take place during the day on **Monday 24 September 2018** and if you have been shortlisted for interview you will be informed by email on **Wednesday 19 September 2018**.

Start date as soon as possible after appointment but by **5 November 2018** at latest.

If you have questions about this role, please email claremck@thects.org.uk

We are an equal opportunities employer and welcome applications from suitably qualified people, regardless of gender, gender reassignment, age, sexual orientation, marital status, race, religion, politics or disability.



Job Title: Volunteer Coordinator

Background

The Clock Tower Sanctuary (CTS) has a team of committed and passionate volunteers who support the homeless young people using our day centre services. This role will retain and expand the team, increasing our capacity to deliver more activities and to better support the young people.

The post holder will sit within the Service Delivery Team and be based within the busy environment of our day centre. They will focus on coordinating the team of volunteers and also support their colleagues in the Service Delivery Team to deliver outreach, crisis support, activities, LifeWise life skills classes, one to one work and partnership work.

Main Purpose of the Job

To coordinate our volunteer teams to support homeless young people to access CTS day centre services

To coordinate recruitment and induction of new volunteers.

To deliver existing training for all volunteers and to develop new training modules.

To ensure that we utilise the skills that volunteers offer

To regularly celebrate and recognise our volunteers.

Job Description

Volunteer Management

- Coordinate and support a team of volunteers to support homeless and insecurely housed young people to access CTS services: 40 volunteers in total, split into teams of 4-5 per day.
- Manage recruitment and induction of all new volunteers, including managing enquiries from prospective volunteers
- Develop and support a team of Key Volunteers who are responsible for leading each daily shift, providing support and advice to the rest of the volunteer team.
- Communicate regularly with volunteers about the benefits and results of one to work, activities, LifeWise life skills classes and partnership provision to encourage them to promote the service to homeless young people
- Encourage volunteers to become accredited LifeWise trainers and support them to deliver Lifewise activities
- Manage the volunteers to complete all the 'housekeeping' tasks within the centre.
- Manage the volunteer recruitment platforms, including CTS recruitment email, CTS website and Community Works website.
- Organise regular volunteer group supervision meetings for each volunteer team.

Training and Skills

- Deliver our existing training programme to volunteers and develop new modules and topics.
- Gain an understanding of volunteer skills and look for opportunities for volunteers to use those skills.
- Identify skills gaps and recruit to fill those gaps

Other

- Manage any safeguarding issues with volunteers with support from the Services Team Manager.
- Contribute to the development of the organisation's monitoring and evaluation requirements, considering the needs of funders, the organisation and the service users.
- Work closely with other members of the team to support service users in moving on from the service.
- Participate in regular training, monthly supervision, yearly appraisals and staff meetings as required.
- Undertake other tasks as are deemed reasonable for the role.

Person specification

Essential experience

- * At least two years' experience of managing a team of volunteers to deliver a front-line service.
- * Experience of delivering training to groups with diverse experience and from a range of backgrounds

Desirable experience

- Experience of working with vulnerable young people aged between 16 and 25 years old
- Experience of working in a homeless setting and understanding of legislation and services as they relate to homeless people
- Certificate in Volunteer Management
- Educated to GCSE or equivalent in English and Maths

Essential skills, ability & knowledge

- * Have a strong understanding of clients' needs and of how CTS best meets those needs. Be able to convey this message to current and new volunteers
- * Work to a high standard with an eye for detail, strong analytical skills, meeting deadlines and managing multiple requests and projects simultaneously
- Ability to manage a project budget
- * Develop strong relationships with young people and with a variety of volunteers and prospective volunteers
- Excellent communication skills, including writing dynamic training materials, developing relationships, and influencing, motivating and inspiring people to support CTS;
- Ability to motivate and manage volunteers
- Be self-motivating and pro-active, exhibit resilience and flexibility
- Excellent interpersonal skills and ability to work well in a team
- Have excellent IT skills including web platforms and use of social media