

Hello

Thank you for your interest in working for Home-Start Hertfordshire in the role of **Volunteer Manager**.

Home-Start Herts' vision is to give parents the support they need to give their children the best start in life.

You will be part of the Service Delivery team, working alongside the other Volunteer Managers and Family Group Leaders, reporting to the Service Delivery Manager.

Your role will be varied and includes task such as, liaising with volunteers and staff, managing referrals from other professionals, training volunteers and using our database to record and report. It will require good organisational skills, but we can guarantee it will never be dull!

We recruit people who are passionate about what we do and we look after them, because the support we provide for families depends on us having a team that is motivated, committed and happy.

Our staff and volunteers are our most valuable asset and it is important to us to provide a successful work-life balance. To achieve this, we have some initiatives in place to support the health and well-being of our team, such as a dedicated well-being trustee, regular team meetings and supervision, an annual away day and flexibility in working patterns where possible.

Building diversity within the team is an absolute priority. We believe that a mix of backgrounds brings a variety of ideas, perspectives and experiences that will create a productive work environment in which talents are fully utilised and organisational objectives are met.

I wish you the best of luck with your application

Regards

A handwritten signature in black ink, appearing to read "Suzy Moody".

Suzy Moody
CEO – Home-Start Hertfordshire

Closing date for the receipt of completed applications is **9am Monday 18th December 2023**

Interviews will be held on **Thursday 11th January 2024**

Please note that due to our recruitment practices we cannot accept CVs and any applications received after the deadline will not be accepted.

If you have any difficulty in filling out the application form, please contact the office on 01438 367788 and someone will be happy to assist.

Please send your completed application form to: recruitment@home-Startherts.org.uk



Volunteer Manager Job Description

Job Title: Home-Start Volunteer Manager

Employer: Home-Start Hertfordshire, 5 Bedwell Park, Stevenage, Herts SG1 1NB

Hours of Work: 15 hours per week

Salary: £24,496 per annum FTE (pro rata £9,930.81)

Location: East Hertfordshire (Bishops Stortford, Ware, Sawbridgeworth and surrounding villages).

Responsible to: Service Delivery Manager

Purposes of the job

- To maintain high standards of practice in supporting families within the Home-Start model
- To ensure equality of opportunity, fairness and diversity in all aspects of the scheme's work.
- Implement good safeguarding practice in all areas of work

Main Responsibilities

Supporting the work of the scheme

- Undertaking work as delegated by the Service Delivery Manager to support the strategic management, development and future funding of the scheme.
- Supporting the implementation and review of all Home-Start policies and procedures.
- Complying with the scheme's administration, monitoring and financial systems.
- Promoting the work of the scheme, as required by the Service Delivery Manager.
- Contributing to and supporting the development of the Home-Start network locally, regionally and nationally.
- To coordinate other projects and events as required

Support for families

- Receiving referrals and assessing needs of families.
- Introducing families to appropriate support.
- Ensuring support to families is reviewed at regular intervals and at the end of Home-Start support, in line with current Home-Start guidance
- To undertake designated responsibilities to safeguard and promote children's welfare.

Managing Volunteers

- Supporting the recruitment, selection and preparation of suitable volunteers.
- Matching and introducing volunteers to families.
- Contribute as directed to the delivery of the Home-Start preparation course in full and to a high standard to all prospective volunteers



- Providing support, supervision to our volunteers and contribute to on-going training opportunities for volunteers.

Record Keeping

- Complying with the scheme's administration, monitoring and financial systems
- Undertake administrative and Charity Log data input in line with current procedures

Working in Partnership

- Ensuring appropriate liaison with referrers and other professionals
- Networking appropriately within the community.

General:

- Work in a way that reflects and supports the Charity's values.
- Comply with all Home-Start policies and procedures.
- Supporting Home-Start Hertfordshire in maintaining high standards of practice across the organisation.
- Ensuring good safeguarding practice in all aspects of Home-Start Hertfordshire's work.
- Embedding equality, equity, diversity and inclusion (EEDI) into all aspects of the role.
- Staying up to date with information on Home-Start network locally, regionally and nationally.

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

What we offer you:

- A fulfilling role in which you will receive training and continue your professional development.
- Flexible working
- 28 days paid leave per year (including statutory bank holidays), plus an additional 4 concessionary days off (all calculated on a pro rata basis)
- 3% employer pension contribution
- Access to a 24/7 confidential health helpline which provides direct access to GPs and a confidential counselling service 24 hours a day, 365 days per year.

Person Specification – Volunteer Manager

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start Volunteer Manager.

This form also indicates how the different requirements may be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Person Specification – Volunteer Manager working to the Operations Manager			
ESSENTIAL	Method of Assessment		
	A	I	E
Education and qualifications			
Good standard of education (GCSE, NVQ level 3 or equivalent)	✓		
Employment History			
Relevant previous or current employment or voluntary work, including working with families	✓	✓	
Supporting families			
Understanding of the needs of families with young children	✓	✓	✓
Experience of working with families/young children/being a parent	✓	✓	
Knowledge of safeguarding issues	✓	✓	
Knowledge of current legislation and policies relating to children and families	✓	✓	
Managing Others			
Ability to work as part of a team	✓	✓	
Supervisory skills	✓	✓	
Ability to assist with recruitment and selection procedures for volunteers	✓	✓	
Ability to develop and deliver training for volunteers	✓	✓	
Working in partnership and in the wider context			
Knowledge of the roles of agencies providing services for children and families	✓	✓	
Promotional skills	✓	✓	
Presentation skills	✓	✓	✓
Ability to network with other agencies	✓	✓	

Person Specification – Volunteer Manager

Managing the scheme			
Knowledge of the voluntary sector	✓	✓	
Ability to manage a team of volunteers	✓	✓	
Ability to prioritise and undertake planning	✓	✓	✓
Ability to process and collate information using management system and databases	✓	✓	
Ability to keep and update accurate records	✓	✓	
Ability to prepare reports	✓	✓	
Self-management/personal attributes			
Interpersonal skills		✓	✓
Commitment to good safeguarding practice	✓	✓	✓
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	✓	✓	
Understanding of the need for professional confidentiality	✓	✓	
Good written and verbal communication skills	✓	✓	
Negotiating skills	✓	✓	
Special requirements			
Able to work flexibly, some evening or week-end work		✓	
Willingness to access training opportunities		✓	
Car driver	✓		
Eligibility to work in the UK	✓		
DESIRABLE			
Relevant professional training, for example, Health Visitor, Teacher, Social worker, Child carer	✓		
Experience of work in the voluntary sector or as a volunteer	✓	✓	

ORGANISATIONAL CHART 2023



TRUSTEES
 Julia Gregory *Chair, Cover Chair for all Committees*
 Charlotte Wilson *Data/ information governance champion*
 Rachael Firth *Chair of EDI working group,*
 Sian Whittaker *Treasurer; Chair of Funding and Finance Committee*
 Beverley Gould *Chair of OME Committee; Health & Safety Champion, Volunteer Champion*
 Gail Christey *Vice Chair of HR Committee; Safeguarding Champion,*
 Sarah Morgan *Chair of HR Committee, Corporate Trustee (Ambassadors' Group)*
 Dan Humble..... *Premises*
 Sharon Hawley..... *Wellbeing Champion, Safeguarding Champion*

**CEO
SUZY MOODY**

**Service Delivery Manager
Claire Norris**

**Office Manager
Simone Deans**

**Finance Manager
Vacant**

**Strategic Manager
Liz Le Coze**

**Business Support Officer
Vacant**

**Systems & Information Officer
Emma Parrish**

**Finance Assistant
Karen Smith**

**Snr Fundraising & Marketing Officer
Vacant**

**Media Marketing Officer
Nina Puglia**

South Team Volunteer Managers
 Alana Robertson (WH)
 Janine Harris (SA & Da)

North Team Volunteer Managers
 Vicky Brooker Area A (EH)
 Nikki Thompson Area B (EH)
 Clare Patel (NH)
 Sue Chappell (St)

Groups Family Group Leaders
 Gayle Britter (NH & Hertford)
 Claire Johnson (Da & SA)
 Kayleigh Short (Wormley)

**Heidi Carolan
Office cleaner**