



Cumberland Council

Post Specification

Date	May 2025
Post Group Number	8575
Post Title	Volunteer Co-ordinator
Job Family	Organisational Support
Job Family Role Profile	OS11
Final Grade	11

To be read in conjunction with the job family role profile

Service Area description

The post is based within the Children and Families Family Help, Prevention and Youth Justice service area, reporting to a manager within the Family Help, Prevention and Youth Justice. This post will take a key lead around volunteering opportunities within Family Help and targeted prevention services, working across the service and with external partners.

Purpose of this post

To be responsible for increasing community involvement by recruiting volunteers from a wide sector of the community, delivering training and coordinating the volunteer programme across the Children and Family Wellbeing Directorate.

To ensure appropriate support, training and development is in place for the volunteers.

To develop volunteer pathways across children's services and establish links and relationships with relevant organisations.

To support with coordination and facilitation of the Family Hub Parent and Carer Groups across Cumberland.

Key job specific accountabilities

- To promote the role of the volunteer amongst the community, workforce and with partners
- Recruit volunteers from a wide sector of society including more isolated groups
- Deliver an on-going structured programme of training for volunteers
- Ensure robust support and supervision is in place for all volunteers, including providing guidance and advice around policies, further training opportunities and any difficulties they may have with undertaking their role. monitoring their safeguarding responsibilities and training, challenge practice and performance, resolve conflict and make difficult decisions when necessary.
- Create opportunities for group and peer support and with a commitment to continuous development.
- Ensure appropriate expenses are paid to volunteers in accordance with Cumberland's financial processes

- Work with the Family Help, Prevention and Youth Justice managers to develop volunteer pathways
- Develop a network of volunteering opportunities across Cumberland.
- Work with the Family Hubs Managers and Locality Team managers to coordinate the Family Hubs Parent and Carer locality groups.
- Support volunteer participation and engagement with the Parent and Carer locality groups across Cumberland.
- Keep accurate records and data pertaining to volunteers, and associated activity

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	
Staff Management Responsibilities	•
Other	• NA

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- NVQ level 3 children and young people or equivalent in relevant caring profession e.g., social work, health, youth justice, education, community support .

Knowledge

- The problems faced by children, young people and their families nationally, regionally and locally
- Up to date knowledge and understanding of Working Together to Safeguard Children, as well as demonstrable ability to work in accordance with local and organisational Safeguarding policies and procedure

Experience

- Enthusiasm and commitment to a family strengths based model of working.
- Substantial experience directly relevant to the provision of social care, youth justice, community support services, education and health.
- Substantial experience in working with families in the community and at least 3 years of direct working with children.
Proven experience of recruiting, supervising and developing volunteers, providing effective leadership, undertaking appropriate training in the principles of reflective practice.
- Significant experience of partnership working, liaising and negotiating with other agencies and a range of professional staff including advocates and advocacy services.
- Experience of report writing, presentation and evaluation skills.

Skills

- Ability to display emotional resilience whilst working with complex family issues and challenging behaviours.
- Ability to engage in meaningful professional relationships with children, young people and their families.
- Ability to manage your own time, to prioritise work and evidence excellent organisational skills (Essential).
- Ability to communicate effectively with a range of audiences and in a variety of formats (verbal and written)
- Ability to assess, plan, review and measure progress towards agreed outcomes for children, young people and their families.
- Ability to maintain systems, produce clear records and have ICT skills (Essential).
- Ability to work independently and be self-motivated (Essential).

<ul style="list-style-type: none"> • Ability to create and produce documentation to record the outcome from volunteer processes • Ability to work flexibly and on own initiative. • Ability to take decisions and problem-solve. • Ability to recognise and respond appropriately to risk. • Ability to respond professionally to high levels of challenge. • Ability to work flexibly out of hours including evenings and weekends in order to meet the needs of the families (Essential). 	
Disclosure and Barring Service – DBS Checks	
<ul style="list-style-type: none"> • This post requires a DBS check. • The level of check required is: <ul style="list-style-type: none"> ○ DBS Enhanced – Children 	
Job working circumstances	
Emotional Demands	<ul style="list-style-type: none"> • High level of independent working involving confidentiality, flexibility and professional judgement.
Physical Demands	<ul style="list-style-type: none"> • Physical demands are normal for this grade and nature of the role.
Working Conditions	<ul style="list-style-type: none"> • Lone working and time management of volunteers • May experience exposure to abusive language and/or aggressive behaviour.
Other Factors	
<ul style="list-style-type: none"> • 	