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Together We Can is a collection of resources for organisations developing a service where volunteers support families of a child with a life-limiting or life-threatening condition. The resources were developed and tested specifically for this purpose with volunteers working in the homes of a child with a life-limiting condition, but might be useful for any organisation developing volunteer services.

**Job description: Family Support Volunteering Manager**

**JOB TITLE:** Family Support Volunteering Manager

**LOCATION**:

**RESPONSIBLE TO:**

**SALARY:**

**HOURS:** Full time (35 hours per week)

**PURPOSE OF POST**

The Family Support Volunteering Manager is responsible for all aspects of Family Support Volunteering. They will develop a volunteering approach that supports families in the community within their local area. Working collaboratively with staff, families and volunteers they will ensure that high quality volunteer support is offered to children, young people and their families in response to identified need. With a commitment to continuous service improvement, they will also ensure the effective implementation of organisational policies and volunteering best practice in addition to monitoring and evaluating the services.

**KEY RELATIONSHIPS**

The post holder will report directly to [Senior member of staff]**.** The post holder will also be the key point of liaison between:

* Key members of staff within the organisation regarding volunteering.
* Family support volunteers and other volunteers within the organisation.
* Relevant staff and contacts in other local voluntary and community organisations.

**DUTIES AND RESPONSIBILITIES**

1. Implement family support volunteering in line with [organisation’s] policies, procedures and budget whilst taking account of local needs.
2. Ensure that the family support volunteering approach is integrated into existing volunteering infrastructure within the organisation.
3. Implement volunteer management frameworks in the organisation that meet best practice, quality standards, legislative and regulatory frameworks.
4. Work with staff to identify families.
5. Recruit, select and match volunteers appropriately with families who are referred in response to identified needs.
6. Ensure the effective delivery of the family support volunteer training programme and organisational induction for volunteers, participating as required.
7. Provide effective leadership and management of family support volunteers.
8. Liaise with staff, volunteers and families to ensure effective volunteer input to families, providing support and guidance as required.
9. Ensure effective support and supervision for volunteers.
10. Identify new and innovative ways of working with volunteers to combine both regular and occasional volunteering opportunities.
11. Monitor and evaluate family support volunteering to ensure feedback is collected from families, staff and volunteers within the organisation to inform progress and ongoing development.
12. Provide regular written reports on progress as required.
13. Input to staff team meetings and provide written updates and reports as required.
14. Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

**PERSON SPECIFICATION – Family Support Volunteering Manager**

| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
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| Qualifications | Diploma level or equivalent level qualification  Evidence of continuous professional development. |  |
| Experience | Vision and in depth understanding of the expanding scope of the field of volunteering and volunteer development.  Understanding of the legislative and regulatory requirements relevant to volunteers.  Experience of volunteer management or demonstrable experience of the issues involved in volunteer management.  Experience of managing and supporting volunteers or people across a number of sites.  Experience of implementing change.  Experience as a volunteer. | Experience of working with volunteers in a community setting.  Understanding of volunteering within a children’s hospice and palliative care setting.  Experience of influencing service provision, where services are delivered through volunteers. |
| Skills & Abilities | A proven track record of success in leading and managing a team of comparable size and complexity to deliver high quality results.  Ability to demonstrate initiative and to apply effective problem-solving techniques when the situation demands.  Excellent interpersonal, written and oral communication skills.  Demonstrable leadership qualities and able to motivate others.  Ability to work under pressure, set priorities and meet deadlines.  Ability to be persuasive, motivating and empathetic when dealing with volunteers and staff.  Able to work flexibly including occasional weekend and evening work.  Sensitivity to the needs of families and of volunteers. | Ability to communicate with children, young people and families. |
| Personal qualities | Self-motivated, methodical and persistent.  Ability to work effectively in a team and independently.  Good time management skills.  A strong belief in the value of volunteering. |  |