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**Job Description**

**Title: Engagement and Inclusion Coordinator (Young People)**

**Responsible to: Engagement and Inclusion Services Manager**

**Location: Brunswick House, 51 Wilson Street, Glasgow G1 1UZ**

**Grade: VGF/G (£21,004-£26,323 pro-rata)**

**Hours: 21 Hours per week**

**Purpose of the Post**

* You will have co-ordination responsibility – in partnership with the Engagement and Inclusion Services Manager – for fulfilling the relevant elements of the Volunteer Glasgow Strategic Plan (2019-24)
  + Empower more people to take up appropriate, high quality, inclusive volunteering opportunities in the organisations and communities across the city that need their support.
  + Facilitate and deliver high-quality learning, guidance, employability and capacity-building programmes for volunteer-involving organisations and for people requiring additional support to make their contributions.
* Volunteering Engagement & Inclusion Services will focus on (a) engaging key target groups and the organisations that work with them to enable more people to volunteer and (b) more effectively promoting volunteering and our services with increasingly sophisticated and varied methods.
* To play an integral part in the delivery of the aims and objectives detailed within Volunteer Glasgow’s Strategic Plan (Ambition#1) “Empower more people to take up appropriate, high quality, inclusive volunteering opportunities in the organisations and communities across the city that need their support .” Additionally this post will also support the strategic objectives outlined in Glasgow’s Volunteering Strategy, in particular:
* There will be an increase in awareness of the health, wellbeing and employability benefits enjoyed by people volunteering across the whole population but with a particular emphasis on those groups traditionally under-represented in volunteering, including those affected by poverty. (Obj 2)
* Volunteering across Glasgow will become more inclusive as groups traditionally under-represented are supported to overcome barriers to participation and the ability of everyone to contribute is recognised and enabled. (Obj 3)
* There will be increased opportunities for volunteers to gain recognition and accreditation for the skills, experience and personal development achieved through volunteering. (Obj 4)
* Volunteer Glasgow, as the city’s one-stop shop for volunteering, will further develop its digital services and partnerships to ensure it is as easy as possible for all sections of the community to identify and access high quality, inclusive volunteering opportunities all in one place. (Obj 5)
* Glasgow’s citizens will be supported to volunteer in the civic life of the city. (Obj 10)

**Duties include:**

**Service Delivery and Development**

* In partnership with Engagement and Inclusion Services Manager, assist in the development of Engagement and Inclusion Services with particular emphasis on young people under 26 and in line with relevant strategic objectives and the needs and aspirations of service users and stakeholders by facilitating the co-design of services.
* In partnership with Engagement and Inclusion Services Manager, coordinate and assist with the day-to-day delivery of Volunteer Glasgow’s Engagement and Inclusion Services, with particular emphasis on young people under 26 ensuring that these are delivered to agreed outcomes, targets and standards.
* Coordinate and deliver the Saltire Awards scheme to young people and volunteer involving organisations across Glasgow.
* Develop, maintain and review positive cross-referral partnership working arrangements with organisations seeking to promote volunteering as a positive destination for young people under 26.
* In partnership with Engagement and Inclusion Services Manager, assist in continuous service quality improvement.
* Plan and deliver a range of communication and engagement activities in order to ensure maximum possible take up of Volunteer Glasgow’s Engagement and Inclusion Services by young people under 26 and organisations which support them.
* Deputise for the Engagement and Inclusion Services Manager at meetings and events when required to best represent and meet the needs of Engagement and Inclusion Services’ stakeholders.

**Staff, Volunteer and Student Management**

* Provide support, supervision and appraisal to staff, students, volunteers and trainees as required, ensuring continuous professional development in line with Volunteer Glasgow policies and procedures.
* Assist Engagement and Inclusion Services Manager in the recruitment of Team staff, students, volunteering placements in accordance with Volunteer Glasgow Policies and Procedures, assisting in designing and agreeing job and role descriptions.
* Organise and prioritise workloads ensuring compliance with key objectives and priorities.
* Maintain Team personnel records such as staff timesheets, holiday entitlements, absence monitoring in accordance with Volunteer Glasgow policies and procedures.

**Organisation Management and Accountability**

* Ensure that the working environment for Engagement and Inclusion Services staff, students and volunteers complies with health and safety regulations and that team members are aware of their responsibilities in relation to their own safety and the safety of colleagues, students, volunteers and service users.
* Ensure risks assessments are completed for appropriate events and activities as per Volunteer Glasgow Policy and Procedures.
* Contribute to Volunteer Glasgow wider organisational and strategy development with the Organisation Support Services Team.
* Be accountable to the Engagement and Inclusion Services Manager.

**Financial Management**

* Assist Engagement and Inclusion Services Manager in the development and submission of relevant budget proposals for agreement with Senior Management Team and Board of Directors.
* Assist in the preparation and submission of funding applications in consultation with the Senior Management Team, Community Fundraising and Events Officer and Board of Directors.
* Assist in the day-to-day management of Engagement and Inclusion Services expenditure such as processing invoices, petty cash claims, volunteers’ expenses etc.
* Assist Engagement and Inclusion Services Manager to ensure compliance with funders’ expectations.
* Provide Personnel information as required for monthly payroll

**Partnership Working and Communications**

* Assist in the planning and delivery of effective communications strategies and activities to ensure maximum take up of Volunteer Glasgow’s Engagement and Inclusion Services, with particular emphasis on young people under 26.
* Work with colleagues to raise the profile of Volunteer Glasgow as a whole and each of the charity’s services through networking, partnership work and effective communications strategies and plans.
* Assist the Engagement and Inclusion Services Manager and other colleagues to improve communications, public and supporters relations thereby delivering our Strategic Plan key change project.

**Other responsibilities**

* To undertake such other duties as required and which are appropriate to the grade and purpose of the post.
* In consultation with the Engagement and Inclusion Services Manager, identify and undertake such training and development opportunities as may be required to keep up-to-date and fulfil the professional requirements identified for this post.

**Selection Criteria:**

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|  | Essential | Desirable |
| Experience: | * At least 2 years’ experience within a volunteering / third sector/ community learning environment. * Proven track record of supporting people form a diverse range of back grounds, including vulnerable groups, to identify suitable volunteering opportunities. * Experience of managing staff and/or volunteer teams to deliver effective volunteering engagement and promotion services. * Proven track record of supporting young people 12-25 in goal setting and action planning. * Experience of assisting in the design and delivery of training. * Experience of working in team environment * Experience of conducting and participating in meetings/forums/networks. * Experience of direct work with people including those with higher support needs in either a paid or unpaid capacity. | * Devising and developing new initiatives/ services with key partners. * Working with people with challenging behaviour. |
| Knowledge: | * Working knowledge of best practice in volunteer management including designing appropriate roles, inclusive recruitment strategies and effective retention * Working knowledge of Saltire Awards scheme. * Working knowledge of the effective use of social media and digital platforms in promoting services. * Understanding of policy issues with regard to volunteering, in terms of benefit regulations, GDPR, PVG and disclosure, equalities, diversity and inclusion. * Working knowledge of best practice in the recruitment, selection, training, support and supervision of people in a variety of formal volunteering roles in public and third sector organisations. |  |

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| Qualifications: |  | * Vocational qualifications are not a pre requisite for this post. However, recognised qualifications in community work, social work, the provision of training etc. would be advantageous. |
| Special skills: | * Interviewing and assessment skills, in particular risk assessment in the placement of volunteers. * Evidence of effective partnership working and service development. * Excellent planning and organisational skills. * Ability to communicate clearly and articulately in a variety of forms. * Ability to analyse and solve problems. * Ability to empathise with, lead and motivate adults and young people. | * Ability to use ICT for effective communications and the promotion of services. * Ability to design and deliver training, facilitate effective meetings and events. |
| Personal Qualities: | * Ability to prioritise and work in a demanding environment with minimal supervision. * Strong commitment to the organisation’s vision, mission and principles. |  |