**Volunteer and Placement Co-ordinator (Café 1668)**

**Hours:** 30 hours a week over four or five days

**Salary:** £23,541 (pro rata based on a 35 hr week)

**Responsible to:** Cafe Co-ordinator

**Based:**  Café 1668, Inverness

**Initially fixed term for 12 months**

**Role Description:**

The post will be one of a growing team working from the social Café on Church Street in Inverness with a focus on a range of social benefits around reducing vulnerability and food waste.

This post is directly responsible for support a project to provide placements for people completing community payback orders (CPOs) by pairing them with a trained volunteers and working together they will assist training and personal development for the person on the CPO, while providing positive and friendly interaction and support. The long term intention is to support increased employability, support and the likelihood of rehabilitation for the individuals coming through on a CPO.

The postholder will be responsible for recruiting, training, and supporting the buddy volunteers to work in the café alongside people on placements to complete CPOs. They will manage the induction processes for both the volunteers and the placements, designing training pathways and providing ongoing support and supervision. More generally the post will support volunteering and the quality of placements within the café.

The post holder will work within HTSI policies to ensure appropriate management of volunteers through the application of volunteer management systems, access to eLearning training, policies and cultures.

Please note this role is subject to a PVG check for vulnerable adults.

**Key Tasks:**

1. To maintain an awareness of good practice for recruiting, training and supporting volunteers.
2. To develop and maintain processes and procedures for training, maintaining training records and volunteer and placement HR files, to include individual development plans and support needs as appropriate.
3. To identify the skills and experience needs of the project, and café more generally, and to co-ordinate a recruitment approach that supports the ongoing needs of the café to ensure it is sustainable, with support from the Project Co-Ordinator and other HTSI staff.
4. To support volunteers and those on placement (CPO) to access the HTSI eLearning platform and other training opportunities that are provided intermittently through the live training calendar.
5. To liaise with Criminal Justice Social Work to ensure a competent process for placements of CPOs and to ensure that CPO placements meet the risk management needs of the environment.
6. Co-ordinating the placements of the CPO and pairing the individuals with appropriate volunteer buddies.
7. To design, risk assess and manage delivery of the overall project programme
8. To work collectively across the development team and wider HTSI organisation collaboratively, respectfully, fairly and honestly; always undertaking to represent the organisation in an appropriate manner and with the integrity expected by HTSI.
9. To undertake any other reasonable task required of the post by the line manager.

**PERSON SPECIFICATION**

1. You should have some experience of:
   * Working with or being a volunteer
   * Implementing new pieces and upkeeping of work planning
   * Experience of working with the public, preferably in a hospitality setting

It would also be an advantage if you also had experience of:

* + Working with people who have been or were at risk of being in the justice system

1. You should be able to demonstrate that you have knowledge of or skills in
   * The benefits of volunteering and its impacts on employability/health
   * Skills in leadership or working with people, possibly in a voluntary setting
   * A high competency in oral and written communication skills
   * Knowledge of the purpose of work and interventions that are intended to reduce the likelihood of someone reoffending.
   * Very good computer skills, ability to use Office 365 for general administrative functions and record maintenance.
   * Ability to work in a hospitality setting front of house, and to understand the expectations of customer service appropriate to developing a recurring customer base.
   * Ability to develop an understanding of appropriate health and safety approaches necessary to keep the public, volunteers, placements and staff safe while in and working within the café.
   * Ability to coach and train individual on a one-to-one basis and in small groups, instilling confidence and progressing people to independence and personal responsibility while volunteering in the café.
2. The personal qualities we hope you will have:
   * Self-starter, proactive and excellent organiser with the ability to take a strong sense of ownership over their own work.
   * Negotiation and influencing skills
   * Good interpersonal skills – flexibility for different audiences, tact, diplomacy, adaptability.
   * Honesty and integrity
   * Approachable, confident and at ease with others.
   * Ability to work as part of a team and under pressure
   * Commitment to the principles of confidentiality, and equality of opportunity