



Job Description

Job Title:	Coordinator
Hours:	F/T 35 hours per week (P/T will also be considered)
Reports to:	Projects Lead
Location:	Hybrid working from Base at Regent House, 9 High Patrick Street, Hamilton, ML3 7JA and from home

COVEY's Mission and Values

Our mission is to support children, young people and families to become more resilient, safe and better equipped to reach their full potential. We do this through providing 1-1 and group-based befriending, mentoring and family support across Lanarkshire. Our consistent relationship-based support, which is centred on the individual's needs, interests and hopes, improves health and wellbeing, social connections, confidence and increases their engagement with education, training, volunteering or employment.

Our values are:

- Commitment - Having a positive attitude, engaging positively, reliable and consistent
- Openness - Proactively sharing information internally and externally, having confidence to express thoughts and views
- Respect - Accepting and acknowledging differing viewpoints, being non-judgemental
- Innovation - Forward thinking, actively embracing change, solution focussed
- Passion - Having a strong belief in what we do, being inspirational, a positive force in the lives of others

Overall Purpose

To manage delivery of 1-1 and group-based befriending and mentoring support to children and young people, directly managing volunteers and group facilitators, to ensure improved outcomes in health and wellbeing, social connections, confidence and increased engagement with education, training, volunteering or employment. For young people with deeper complexities, work closely with colleagues in Family Support to provide an integrative family approach through mentoring the parent/carer 1-1 or in a group setting and providing more intensive interventions during, or to prevent, crisis.

Key responsibilities

- Alongside Projects Lead, deliver, monitor, evaluate and regularly review COVEY's operational support services, consulting and working with colleagues across the charity, funders and other key stakeholders, to provide assurance on the effective and appropriate delivery of support models

- Assisting the Projects Lead with operational development, planning and modelling to support the delivery of COVEY's Strategic Plan and strategic objectives.
- Management of volunteer requirements across the COVEY projects and linking closely with other Coordinators, staff and the Volunteer Development Officer, who will support the volunteer coordination process
- Manage volunteer mentors, befrienders and students within their day to day work, volunteer matches and placements, specifically in line with supporting participants either 1-1 or in groups within COVEY projects
- Support volunteer and student training within COVEY, in conjunction with the Volunteer Development Officer. This will involve staff at various times being the "Lead" in training blocks throughout the year and taking forward all volunteer management processes in line with each training delivered.
- Manage Group Facilitators within all of their project delivery. Providing Support and Supervision sessions on a regular basis and contributing to yearly appraisals for staff, alongside Projects Lead. This will also involve providing supervision and be a designated Link Worker for Students on various academic courses.
- Manage and regularly review and plan development opportunities for staff, students and volunteers. Alongside Project Leads, this will involve continued monitoring of training needs throughout the organisation.
- Providing guidance and support to staff, students and volunteers in the reporting and recording of all Safeguarding within the organisation, in line with Child Protection/Adult Protection/Protection of Vulnerable Adults and other appropriate Health and Safety policies and procedures.
- Management of all risks for individual staff, volunteers and participants in 1-1 and group settings
- Establish ongoing pathways to engagement, participation and co-design within COVEY's Ambassador Groups for participants (young people and adults) and our wider stakeholders/partners). This may involve planning events and opportunities in order to support engagement and participation.
- Providing cover on the Emergency Cover rota system, which will involve out of office hours working.
- Preparing reports/presentations and supporting the Projects Lead, LT, Board and colleagues in preparing information for reports and statutory/regulatory returns, grant applications and reports to funders. Where required also supporting in meeting with funders
- Continued, evaluation and monitoring of project delivery in line with expected funding outcomes/KPI's
- Reviewing, monitoring and coordinating of spends in line with monthly budgets
- Attend and contribute to regular supervision sessions, team meetings and other meetings as required

- Contribute to raising awareness and income for COVEY, so we can support even more young people and their families, by capturing participants' inspirational quotes and case studies to be used for presentations, proposals or print/social media
- Any other duties that are reasonably required by the role.

This job description may be subject to review following discussion with the post holder and line manager. The duties and responsibilities of the post will be undertaken in accordance with COVEY's policies and procedures.



Person Specification

Education and Qualifications

- Educated to degree level qualification in Health and Social Care, Youth or Community Development or equivalent. This may be substituted in cases where substantial relevant experience and appropriate skill set can be demonstrated.

Skills and experience

- At least 3 years' experience of assessing and supporting children, young people and adults with various complex difficulties
- At least 3 years' experience in management of staff, volunteers and students, which contribute to the overall operational management of the organisation
- Experience of delivering informal, formal and at times complex interventions to children, young people and adults.
- Experience in developing, organising, facilitating and managing both 1-1 and groups for children, young people and adults
- Experience of engaging with various, community, statutory and voluntary agencies and working in close partnership to support vulnerable families
- Significant experience in supporting, reporting and recording all Safeguarding risks/concerns within the organisation
- Significant experience in Risk Assessment and Management for staff, volunteers and participants in 1-1 and group settings
- Experience of Engagement and Participation with participants, volunteers, students and wider stakeholders. Further experience of organizing events and opportunities in order to support engagement and participation.
- Preparation of internal and external reports in line with funding requirements and other organisational requirements
- Experience in reviewing, monitoring and planning budget spends for operational delivery of programmes
- Excellent Oral/Written communication skills

- Strong administrative skills, including competent and confident use of various electronic office programmes
- Ability to maintain, review and audit records on our company database – Salesforce
- Ability to develop training materials and deliver a range of training programmes
- Ability to organise and prioritise your workload in line with competing organisational demands
- Experience of working with a variety of internal and external stakeholders
- Sound knowledge and awareness of data security and GDPR

Other Requirements

- Available for at least two evenings per week
- Enhanced PVG required for this post
- Full Driving License with access to a car for business use/purposes