



JOB DESCRIPTION

Job Title:	Coordinator
Hours:	Full Time (35 hours/week)
Salary:	£27,122 - £30,708
Reports to:	Service Manager
Location:	Hybrid from Hamilton Office

COVEY's Mission and Values

Mission:

To support children, young people, and families to become more resilient, safe, and better equipped to reach their full potential. We achieve this through 1-1 and group-based befriending, mentoring, and family support across Lanarkshire.

Values:

- Commitment - Having a positive attitude, reliable and consistent
- Collaboration - Working together with participants, statutory and third sector partners to deliver joined-up support that helps families thrive.
- Respect - Accepting and acknowledging differing viewpoints, being non-judgemental
- Innovation - Forward thinking, actively embracing change, solution focussed
- Passion - Having a strong belief in our mission, inspiring others positively.

Overall Purpose:

Manage the delivery of 1-1 and group-based befriending and mentoring support to children and young people. This includes directly managing volunteers and group facilitators to ensure improved outcomes in health and wellbeing, social connections, confidence, and engagement with education, training, volunteering, or employment. For young people with complex needs, collaborate with Family Support to integrate family-focused mentoring and provide intensive interventions during, or to prevent, crisis.

KEY RESPONSIBILITIES

Operational Delivery:

- Assist in delivering, monitoring, evaluating, and reviewing COVEY's operational support services. Work closely with colleagues, funders, and stakeholders to ensure effective delivery.
- Strategic Planning:
- Support operational development and planning to align with COVEY's Strategic Plan and objectives.

Volunteer Management:

- Manage volunteer befrienders/mentors and students, linking closely with other Coordinators, staff and the Volunteer Development Officer, ensuring effective participation in 1-1 and group settings.

Training & Development:

- Support volunteer and student training, in conjunction with the Volunteer Development Officer, through leading volunteer and student training blocks.
- Manage training needs, development opportunities, and appraisal processes.

Supervision & Safeguarding:

- Provide regular support & supervision for Group Facilitators, students, and volunteers.
- Oversee safeguarding and risk management protocols.

Engagement and Participation:

- Facilitate pathways for engagement and co-design within COVEY's Ambassador Groups, planning events and opportunities to support participant involvement.

Reporting and Administration:

- Support in preparing internal and external reports, including grant applications and reports to funders.
- Assist in capturing participant quotes and case studies for presentations, proposals, or social media.

Training and Development:

- Participate in continuous personal development and mandatory training to maintain and enhance skills.
- Contribute to the delivery of internal training programmes.

Organisational Contribution:

- Attend and contribute to regular supervision sessions, team meetings, and other organisational meetings as required.
- Support the achievement of funding targets and project outcomes through ongoing monitoring and evaluation.

General Duties:

- Undertake any other duties as reasonably required in line with the role.

PERSON SPECIFICATION

Education & Qualifications:

- HNC/HND/SVQ 3/Degree in Health and Social Care, Youth, or Community Development, or equivalent. Relevant experience and skills may substitute formal qualifications.

Skills & Experience:

- Experience in assessing and supporting children and young people with complex difficulties.
- Experience in managing staff, volunteers, and students.
- Experience in delivering interventions and managing both 1-1 and group activities.
- Experience engaging with community, statutory, and voluntary agencies.
- Significant safeguarding and risk management experience.
- Engagement and participation experience, including organising related events.
- Proficient in preparing reports and managing budgets.
- Excellent communication, administration, and database management skills (e.g. Salesforce)
- Ability to organise and prioritise workload in a dynamic environment, with knowledge of data security and GDPR.
- Ability to develop and deliver training programmes.

Other Requirements:

- Availability for evening work as required.
- Enhanced PVG required.
- **Full Driving License with access to a car for business purposes is essential.**

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