



Glasgow North and
North Lanarkshire

Volunteer Coordinator – Glasgow North

Candidate Information



Registered Charity SC032736



Hello

We are delighted that you are interested in working with us at Home-Start Glasgow North and North Lanarkshire (HSGNNL). Let us tell you a little bit more about the charity and our work with families, communities and volunteers.

HSGNNL is a federated organisation that works alongside families who have at least one child under the age of five living in North Glasgow or North Lanarkshire.

Parenting is not easy and can often be more challenging when coupled with other difficulties, such as isolation, trauma, physical disabilities, poverty, Adverse Childhood Experiences (ACEs), being a young parent or a single parent, bereavement, or coping with multiple births, eg twins/triplets.

Our core service is home-visiting volunteer support where dedicated volunteers work alongside parents in their own home to help them cope with the challenges they are facing. We also offer group support in local communities, which encourages and motivates families to participate in healthy, stimulating activities, reduces isolation, and promotes interaction between parents and children and other families. In addition, we offer bespoke intensive perinatal and infant mental health support, Video Interaction Guidance (VIG), and support and guidance to families navigating the complex and challenging asylum process.

Building on the success of our established home-visiting family support service and delivery of parenting support groups across North Lanarkshire and North Glasgow, HSGNNL have recently opened an innovative Early Years Family Hub in Maryhill where all families can drop in from pregnancy through the early years of parenthood to access support. The Hub provides access to community-led midwifery support along with other services and resources, such as parenting and peer support, events and training, support around wellbeing and health, and a space to develop new relationships and friendships. By consolidating services and developing new and existing relationships, we have created a barrier-free, convenient community space which promotes a sense of community support for families when they need it most.

We work closely with our communities ensuring our services meet the needs of local families, their children, and their new babies. We are here for all families, and we are passionate about ensuring equal access to early years and family support for every pregnant person, parent, baby and child.



Our Vision, Our Mission, Our Values

Our Vision - What is our dream?

Children and families are happy, thriving, confident and resilient.

Our Mission - What will we do?

To ensure children have the best possible opportunities to flourish, we nurture and support families to build confidence, improve health and well-being, strengthen relationships and connect with their communities.

Our Values - How will we behave?

Respect	We respect everyone's rights, beliefs and feelings. We treat everyone with empathy, compassion and dignity.
Integrity	We are accountable for our actions and behaviours. We strive to build honest, trusting relationships with everyone.
Inclusion	We listen and respond to the voices of children and families. We acknowledge their unique needs, preferences and characteristics, ensuring our services are inclusive and accessible for all.
Collaboration	We value everyone's contribution and explore different ideas. We are curious to learn from others and we build partnerships to bring positive change.
Commitment	We challenge ourselves to be our best and to deliver a meaningful and positive experience for our families, volunteers and staff.



Strategic Outcomes

Our Outcomes - What does success look like?

Outcome 1 – IMPACT

Through bespoke early intervention with practical and emotional support, families will demonstrate improved mental and physical well-being, increased self-confidence, positive relationships, and engagement within their communities.

Outcome 2 – CONNECTION

Staff, volunteers, and families feel valued, respected, and recognised. Their emotional and physical well-being and life experiences are enhanced through support, development opportunities, training, and increased connections.

Outcome 3 – GROWTH

The voices and views of those involved in our service, together with research and experiences, will be the foundation of future growth and development.



Job Description

Job Title: Volunteer Coordinator – Glasgow North
Hours of work: 14 (hybrid working)
Salary: £25,319 - £29,172 pro rata
Location: Netherton Community Centre, Glasgow
Responsible to: Operations Manager

Role Purpose:

To lead and develop the organisation's volunteer programme, ensuring volunteers are effectively recruited, trained, supported and developed to make a meaningful contribution to family support services.

Key Responsibilities

Volunteer recruitment

- Recruit family support volunteers in partnership with Family Support Coordinators.
- Recruit long-term and ad hoc fundraising volunteers alongside the Fundraising & Partnerships Manager
- Train and support volunteers to enable them to contribute effectively to their volunteer role.
- Develop approaches to support volunteer retention and ensure sufficient volunteer capacity to meet the needs of family support services and fundraising activity.
- With support from the team and the Communications, Admin and Data Officer, design and implement innovative volunteer recruitment campaigns, including social media, banners and other promotional activity.
- Actively promote volunteering opportunities within the local community.
- Identify and participate in suitable volunteer recruitment opportunities and events, including gala days and festivals.
- Develop relationships with local colleges and universities to promote suitable student placements.
- Coordinate volunteer engagement events, including Volunteer Week activities.

Partnership Working

- Develop and coordinate additional training opportunities in response to volunteer needs.
- Forge close links with key agencies, eg Volunteer Scotland.
- Build positive relationships with local agencies and partner organisations to strengthen volunteer opportunities, promote inclusive and effective services, and support the needs of families.
- Promote the work and values of HSGNNL in the wider community.

Monitoring, Evaluation & Development

- Maintain accurate volunteer records.
- Use monitoring tools, such as Charitylog, to capture data and support evaluation.
- Contribute to and implement the volunteer strategy - short and long-term goals.

- Monitor and evaluate training.



Governance, Compliance & Safeguarding

- Ensure all activities are carried out in accordance with Home-Start's Memorandum & Articles of Association, Quality Assurance Standards, and safeguarding frameworks.
- Promote and uphold the principles of equality, diversity, and inclusion in all aspects of service delivery and team management.
- Ensure safeguarding practices are embedded and consistently applied across all group activities.

The post-holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

A driving license and access to a car are essential, for which expenses will be paid.



Person specification

Essential Criteria

Experience

- Working within the voluntary sector and supporting, engaging, and working effectively with volunteers.
- Designing and delivering effective volunteer recruitment campaigns.
- Designing and delivering engaging training programmes for volunteers.
- Retaining, supporting and developing volunteers to enable them to thrive in their roles and contribute effectively to the organisation.
- Gathering and using volunteer feedback to inform service development and improvement.

Skills and Knowledge

- Excellent communication skills, with the ability to communicate clearly and effectively with a diverse range of people.
- Strong organisational and time-management skills, with excellent attention to detail and the ability to manage competing priorities.
- Knowledge and understanding of the experiences, needs, and motivations of volunteers, with the ability to apply this understanding to effectively support, engage, and retain volunteers.
- Understanding of the barriers to volunteering and approaches that promote inclusive and accessible volunteering opportunities.

Personal Attributes

- Commitment to Home-Start's ethos, including early intervention, family-centered practice, and community engagement.
- Passionate about supporting families and early years development.
- Strong emotional intelligence with a non-judgmental, empathetic approach.
- Resilient, self-motivated, and able to work independently and as part of a team.
- Demonstrates a positive, solution-focused mindset.
- Flexible and adaptable to meet the changing needs of families and the service.

Desirable Criteria

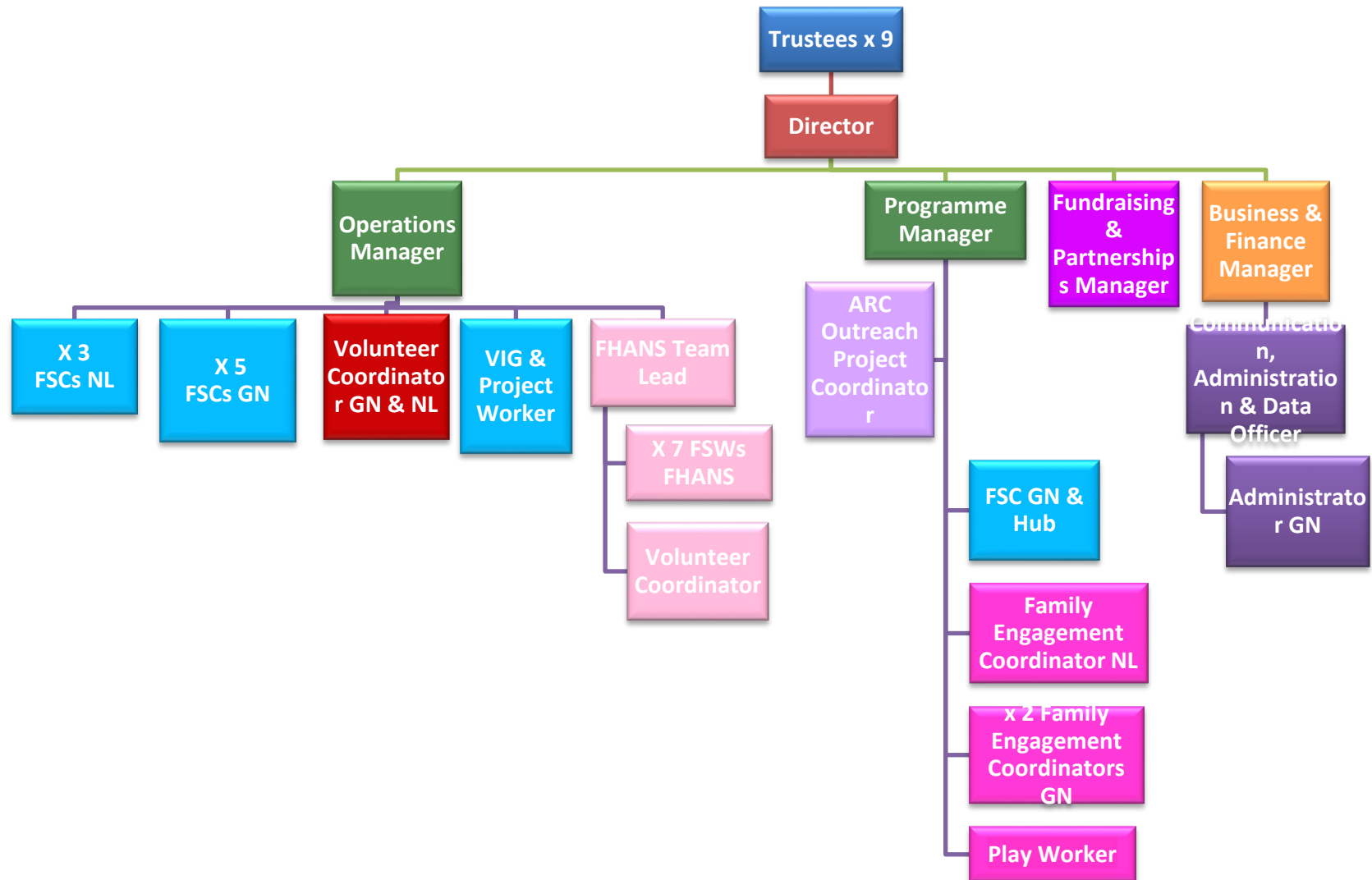
- Understanding of Glasgow North communities and the specific needs of families in this area.
- Experience of working within a family support, community, charity, or voluntary sector organisation.
- Knowledge of safeguarding principles and good practice when working with volunteers and families.

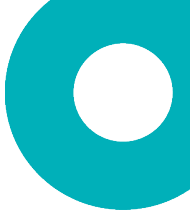
The benefits of working for HSGNNL

Standard 35-hour work week (hours for particular roles as detailed on Job Description)	Hybrid working (including flextime)	Access to learning and development opportunities
25 days annual leave plus 12 public holidays per year (pro rata for part-time hours). Holiday year runs from 1 April to 31 March.	Pension scheme – 8% employer contribution	Paid time off for volunteering (1 day per year)
Quarterly staff well-being activities	Employee/Volunteer Assistance Programme – confidential counselling service for staff member and immediate family members	Inclusive and supportive culture
Enhanced sick pay	Enhanced maternity and paternity benefits	Dependents Leave

The team that you will be joining

HSGNNL currently has 32 employees. Our organisation chart below shows how your role fits into the wider organisation:





Removing bias during the recruitment process

In line with our commitment and desire to build a diverse workplace, we have put some processes in place to ensure a fair recruitment process.

The application

- The recruitment process is blind. When you apply, your personal details are anonymised to avoid any unconscious bias, and we use a standardised scoring system to ensure fair shortlisting of candidates for interview.
- Ask our recruitment team any questions or voice any concerns and the team will happily support you in overcoming any barriers that we may have missed.

The interview

- We will be as flexible as we can to ensure you can attend your interview. Depending on the individual hiring manager's flexibility, we can offer some interview slots in the evenings if necessary.
- We send out all the interview tasks and/or questions that you will be asked before your interview to give you time to prepare meaningful answers.
- We have a member of the recruitment team who is trained in Safer Recruitment on the panel for each interview to ensure a fair and safe process.
- We use a standardised scoring sheet for each interview with pre-agreed criteria based on the Candidate Pack and interview questions. At the end of the interview, each panel member gives their score, and we take an average of these to reduce any risk of bias.

