

JOB DESCRIPTION

POST: Support Line Volunteer Coordinator

DIVISION: Support Line

RESPONSIBLE TO: Head of Support Line

SALARY: £30,602 to 35,778

CONTRACT: Permanent – Full Time (35 Hours)

LOCATION: Edinburgh Hybrid

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families, and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Transforming the way that families across Scotland access whole family support is one of Children First's key strategic priorities for the next five years. Backed by Scottish Government investment we are doubling the size of our support line, which offers emotional, practical and financial help to families across the country. In the first year of growth, we aim to reach 7,500 more families across Scotland. By providing an accessible national front door to holistic family support services we will alleviate crisis, prevent harm, build long term stability and break the cycle of child poverty.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Diversity Equity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil

partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Role Summary

You will play a vital role in the expansion and delivery of our national support line service, which offers practical, financial and emotional support to families through phone calls, webchats, advice and information on our website and in their homes and communities across Scotland.

The Volunteer Coordinator will lead the recruitment, development, deployment, management and support of volunteers contributing to the Children First Support Line and Whole Family Support Programme.

The postholder will have responsibility for ensuring volunteers are effectively recruited, trained, supervised and supported to make a meaningful contribution to improving outcomes for children and families living in poverty and at risk of poverty across Scotland. The role will provide operational leadership for volunteering within the service, ensuring volunteers are safely integrated into service delivery and that their contribution strengthens capacity, improves family experiences and supports programme outcomes. The postholder will have full operational responsibility for the management, supervision, development, wellbeing and quality assurance of all volunteers participating in the Whole Family Support programme and Children First Support Line.

Working closely with Support Line colleagues, community partners and wider Children First teams, the Volunteer Coordinator will ensure volunteers are equipped to provide high-quality support and can contribute to tackling child poverty, reducing isolation and increasing access to whole family support.

The postholder will maintain oversight of all volunteers connected to the programme, ensuring safe practice, positive volunteer experiences, compliance with organisational requirements and continuous improvement of the volunteer offer.

Key Results Areas

Volunteer Leadership and Management

- Lead the development and delivery of volunteering within Support Line.
- Hold overall responsibility for the recruitment, induction, deployment, supervision and retention of volunteers.
- Develop and maintain a strategic volunteer workforce plan aligned to service demand and objectives.

- Ensure volunteers are effectively utilised to enhance support available to families.
- Maintain oversight of volunteer capacity across the Service and proactively address gaps in recruitment or deployment.
- Ensure all volunteer activity is delivered safely, effectively and in accordance with Children First policies and procedures.
- Create an inclusive, supportive and rewarding volunteer experience that promotes retention and engagement.
- Hold overall responsibility for the day-to-day management, supervision and support of all volunteers engaged within the Whole Family Support programme.
- Allocate volunteers to appropriate roles, activities and shifts based on service need, volunteer skills, experience and availability.
- Ensure volunteers are effectively supervised and operate safely, confidently and within agreed role boundaries.
- Conduct regular one-to-one supervision sessions with volunteers, providing guidance, support, feedback and development opportunities.

Recruitment, Selection and Onboarding

- Lead all volunteer recruitment activities including campaigns, information sessions, interviews and selection processes.
- Develop role descriptions and volunteer opportunities aligned to service and family needs.
- Ensure all safer recruitment processes are completed including references, PVG checks and onboarding requirements.
- Coordinate volunteer induction processes and ensure volunteers are appropriately prepared before commencing their role.
- Develop recruitment approaches targeted towards communities experiencing poverty and underrepresented groups.

Training, Development and Support

- Design and deliver an ongoing programme of induction, mandatory learning and continuing development for volunteers.
- Ensure volunteers have knowledge and skills relating to child protection, safeguarding, confidentiality, boundaries, poverty awareness, trauma-informed practice and whole family support.
- Provide regular supervision, support and well-being check-ins for volunteers.
- Observe, review and assess volunteer practice to ensure high-quality support is provided to children, families and communities.
- Lead on volunteer quality assurance processes including file audits, practice reviews, feedback collection and evaluation activities.
- Identify learning and development opportunities that strengthen volunteer effectiveness.
- Develop resources, guidance and learning materials for volunteers and staff.
- Ensure volunteers feel valued, supported and connected to Children First's mission and values.

Quality Assurance and Safeguarding

- Maintain oversight of volunteer practice and performance.
- Ensure volunteers operate within appropriate role boundaries and organisational expectations.
- Monitor volunteer compliance with safeguarding, information governance, confidentiality and professional standards.
- Review and evaluate volunteer activity and implement continuous improvement measures.
- Respond to volunteer concerns, complaints, safeguarding issues and performance matters in line with organisational policy.
- Ensure volunteer involvement contributes positively to service quality and family outcomes.

Support Line Operations

- Act as a member of the Children First Support Line team.
- Coordinate deployment of volunteers to support service delivery across telephone, digital and community-based activities where appropriate.
- Work alongside Team Leaders and operational managers to ensure volunteer resources are aligned to periods of increased demand.
- Develop volunteer roles which enhance the capacity, accessibility and responsiveness of the Support Line.
- Contribute to operational planning to ensure volunteers support service resilience and sustainability.

Community Engagement and Partnership Working

- Develop relationships with external organisations to promote volunteering opportunities.
- Build links with colleges, universities, community groups, employers and third sector organisations to increase volunteer recruitment.
- Work collaboratively with Community Partnership and Participation Workers to strengthen community engagement activities.
- Explore and develop opportunities for employer-supported volunteering and skills-based volunteering.
- Represent Children First within relevant volunteering networks and forums.

Monitoring, Evaluation and Reporting

- Maintain accurate volunteer records and management information through Children First systems.
- Monitor volunteer recruitment, retention, diversity, activity levels and impact.
- Produce reports for managers, leadership teams, funders and governance purposes.
- Monitor volunteer performance and standards of practice, addressing development needs, capability concerns and conduct issues in line with Children First policies and procedures.
- Facilitate regular volunteer meetings, forums and learning events to encourage peer support, shared learning and engagement

- Gather feedback from volunteers, staff and families to evaluate effectiveness.
- Use data and learning to improve volunteer involvement and demonstrate impact.

Supporting Families and Programme Outcomes

- Ensure volunteering activity contributes to improved outcomes for children and families experiencing poverty and at risk of poverty.
- Support volunteers to understand the specific challenges faced by Scotland's priority family groups:
 - Lone parent families
 - Families with a disabled adult or child
 - Larger families with three or more children
 - Minority ethnic families
 - Families with a child under one year old
 - Young mothers under 25
- Ensure volunteers are equipped to support a whole family approach that strengthens wellbeing, resilience, community connections and financial security.
- Promote the voice of children and families throughout volunteering activity.

What We're Looking For

We're looking for someone who is passionate about the difference volunteers can make to the lives of children and families.

You will have experience of recruiting, developing, supervising and supporting volunteers, creating positive volunteer experiences and helping people make a meaningful contribution to their communities. You will be confident building relationships with a wide range of people and able to inspire, motivate and support volunteers to reach their full potential.

You will bring strong organisational skills and the ability to balance competing priorities in a fast-paced environment. As well as managing the day-to-day operation of volunteering within the Support Line, you will use data, feedback and learning to continuously improve the volunteer experience and maximise the impact volunteers have for children and families.

You will understand the importance of safeguarding, professional boundaries and quality assurance and be committed to ensuring volunteers are safe, well supported and equipped to deliver high-quality support.

You will share our commitment to tackling child poverty and improving outcomes for children and families. An understanding of the challenges facing families experiencing poverty, including Scotland's six priority family groups, and a belief in the power of whole family support will help you succeed in this role.

Most importantly, you will share our values. You will be compassionate, relationship-focused and committed to ensuring that children and families receive the support they need when they need it most.

You may be a good fit if you have:

- Experience recruiting, managing, supervising and developing volunteers.
- Experience delivering training, coaching or mentoring.
- Experience working in family support, community services, advice services, volunteering or the third sector.
- Strong leadership, communication and relationship-building skills.
- Experience using data and feedback to improve services and demonstrate impact.
- An understanding of trauma-informed, strengths-based and whole family approaches.
- A commitment to Children First's vision, values and ambition to tackle child poverty across Scotland.

What You'll Get from Us

- A workplace with values of *with love, with purpose and with strength*
- 40 days annual leave, inclusive of bank holidays
- Pension scheme and wellbeing support
- Flexible and hybrid working arrangements
- Access to Westfield Health, giving colleagues and their families confidential counselling support, wellbeing resources, and access to health and lifestyle benefits to support physical and mental wellbeing.
- Blue Light card discount
- A *Fair Work* accredited workplace

Corporate Responsibility

- Be committed and adhere to Children First vision, mission and values.
- Comply with Children First Safeguarding policies and procedures.
- Comply with Children First Code of Conduct and any relevant professional standards relating to the role.
- Actively consider the involvement of children, young people and families with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- Actively consider the involvement of volunteers in all areas of our work and implementing the Children First Volunteer Development Policy.
- Observe all health and safety requirements.
- Work within and promote policies in relation to Diversity Equity and Inclusion and anti-discriminatory practices.
- Undertake any other reasonably required duties as instructed by line manager or someone acting on their behalf, in addition to the role specific responsibilities detailed below.

Need to Have	Need to Show	Need to Know	Need to Be	Core Values
• Significant experience recruiting, managing and supporting volunteers. • Experience designing and delivering training programmes. • Experience of managing safeguarding, risk and quality assurance processes. • Experience of managing competing priorities and coordinating service delivery. • Experience of partnership working and stakeholder engagement. • Experience of using management information to monitor performance and outcomes. • Experience supervising, coaching or managing volunteers	• Excellent leadership and people management skills. • Ability to recruit, motivate and retain volunteers. • Knowledge of volunteer supervision, reflective practice and volunteer wellbeing approaches. • Understanding of the impact of poverty and inequality on children, young people and families. • Strong organisational and planning skills. • Excellent communication and presentation skills. • Ability to build effective relationships with volunteers, colleagues and external partners. • Ability to analyse information and make informed decisions. • Ability to maintain accurate records and produce reports.	• Best practice in volunteer recruitment, management and retention. • Child protection and safeguarding procedures. • Whole family support principles and trauma-informed practice. • Child poverty and barriers facing families experiencing financial hardship. • Equity, Diversity and Inclusion principles. • Relevant legislation relating to volunteering, safeguarding and data protection. • Community resources and support networks.	• Passionate about improving outcomes for children and families. • Committed to Children First values and relational approach. • Flexible and adaptable. • Confident and credible when working with volunteers and partners. • Supportive, approachable and encouraging. • Able and willing to travel across Scotland when required. • Committed to continuous improvement and high-quality service delivery. • Aware of personal responsibility in relation to safeguarding, health and safety and professional conduct.	Our core values guide how each one of us works in our individual day to day job: Respect Treating everyone with respect and fairness Integrity Being responsible and accountable Participation Involving others in our work Excellence Striving for the highest possible standards

or staff members. • Experience managing volunteer performance, wellbeing and development. • Experience of delivering services supporting children, families or vulnerable people.	• Strong IT skills including Microsoft Office and Teams.			
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