

Chichester Diocesan Association for Family Support Work (FSW)

Job Description and Person Specification

JOB TITLE: Community engagement and volunteer coordinator
DEPARTMENT: Central Office
REPORTS TO: CEO

Background

FSW is at an exciting point in its 133-year history. Over the last 4 years our staff team has expanded and we are now support families living in 85% of Sussex. Our direct work is carried out by our team of 20 Family Support Practitioners who help families struggling with multiple, complex situations that negatively impacting their lives. Our work is supported by over 200 volunteers – some work directly with families or support family group activities; a large number form our deanery support committees throughout Sussex, and volunteers also help run our family contact centre and charity shop in Eastbourne as well as our food and toy bank at our head office in Brighton.

Core Purpose of the Role

Our community and church support groups and volunteers are a vital part of FSW. This new role will contribute to our work by ensuring that volunteer and community groups are fully resourced and supported in their activities. Working across East or West Sussex, your role will be to enthuse the established teams and grow new local teams, encouraging volunteering and community fundraising. As the organisation continues to grow, we need a dynamic person to ensure that we have a strong volunteer team to increase the capacity of the Family Support Practitioners and support fundraising activities. You will be a part of the CEO's team and will have close interaction with the Director of Services and Director of Fundraising.

Working relationships

Internally:

The CEO
Director of Services
Director of Fundraising and Marketing
Support Practitioners
The Administration Team
Volunteers
Deanery/ local support groups and committees

Externally:

Local voluntary agencies
Deanery and Parish representatives

Responsibilities

- Assist the CEO to maintain and build on current church and community links to further the work of FSW.
- Recruit volunteers to work in our projects with families, on fundraising events and in the Eastbourne shop
- Support local committees and groups with fundraising events such as the NGS Open Garden Scheme, including delivering equipment
- Attend local and Deanery support groups and other events as appropriate.
- Represent FSW at local community and volunteering forums, (this will include some evening work).
- Work to enhance volunteer satisfaction and retention. Develop strategies to support volunteer wellbeing and community engagement.
- Responsible for ensuring references and DBS checks are undertaken for new volunteers.
- Work with the staff team to support the training and induction of new volunteers to FSW.
- Other appropriate tasks commensurate with role and responsibilities.

Administrative matters

- Work in accordance with FSW policies and procedures.
- To actively participate in the FSW training programmes
- Work effectively with all departments across the organisation to maximise opportunities and help achieve the wider organisational goals
- Take part in staff meetings.
- Maintain confidentiality and professional boundaries in dealing with sensitive information pertaining to staff, clients and supporters.
- Pass all matters of an operational nature (i.e. relating to FSW services) to the Director of Services in the first instance.
- Perform any other reasonable task as required by FSW.
- Duties will inevitably develop and change as the work of FSW changes to meet the needs of our service. FSW reserves the right periodically to vary job descriptions. This job description will be supplemented on a regular basis by individual objectives derived from FSW's strategies.
- Where an applicant or existing employee is, or becomes, disabled (as defined by the DDA) and informs the Association fully of their requirements, reasonable adjustments will be made to the job description wherever possible.

GENERAL TERMS AND CONDITIONS OF POST	
Duration of Post:	In the first instance 2 years
Working Hours:	22.5 Hours per week by arrangement to include some weekends and evenings
Salary:	£25,000 - £28,000 pro rata
PLACE OF WORK:	Office based (Brighton) or hybrid
Probation Period:	Three months
Notice Period:	One month
Pension Scheme:	FSW operates has a workplace pension scheme managed by the Church Workers Pension Fund
APPROVAL OF JOB DESCRIPTION – FSW	
Compiled By:	MAL/EW
Compilation Date:	20 February 2023
Review Date;	20 February 2025

Person Specification:

The post holder will have a respect for the Christian ethos of FSW.

Education and Qualifications

- GCSE Maths and English (or equivalent) is desirable.
- No formal qualification is expected – we are looking for someone who has experience (whether paid or voluntary) of engaging with, and motivating, volunteers – this could be gained from any area (eg. school PTA, church, charity, other community group).

Skills and experience

- Understanding of Church and Community engagement
- Experience of managing volunteers
- Ability to manage own work load
- Ability to multitask holding several projects at once

Attitude and Approach

- Proactive, dynamic and self-motivated
- Have initiative, energy and enthusiasm
- Team player
- Ability to follow procedures and regulation.
- Commitment to delivering a high quality service.
- Strong team working orientation, with the ability to work collaboratively with staff and volunteers at all levels.
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General

- Must be able to work within the FSW philosophy and values.
- Ability to demonstrate effective communication oral and written
- IT literate with experience of the Microsoft Office.
- Must be able quickly to develop a comprehensive understanding of confidentiality within the organisation as a whole.
- Ability to work within professional boundaries when working with volunteers and the public.
- High degree of flexibility required as working unsociable hours may sometimes be required.
- Personal commitment to and understanding of equal opportunities and a proven ability to work within a diverse work culture.
- Have access to reliable transport accessing every part of the area. Travelling expenses will be paid from the relevant office base. Much of the work will take place in rural Sussex
- Ideally a clean driving licence and ability to drive a small van to deliver equipment