

Volunteer Manager



Responsible to: Deputy Chief Executive

Job Summary: Families Outside is the only national charity in Scotland that works solely to support the families of people involved in the criminal justice system. This post develops, coordinates, and supports the work of volunteers for Families Outside throughout Scotland, working closely alongside the Regional Family Support Coordinators and Group Work & Peer Support Manager.



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Salary: SJC scale points 34 – 37, updated annually subject to appraisal and where funds allow.

Hours: 35 hours per week worked flexibly.

Location: This post is based at 13 Great King Street, Edinburgh EH3 6QW.

Probation: A probationary period of 6 months will apply

Holidays: 25 working days per year pro rata, plus 10 Public Holidays increasing to 27 days after 5 years of service.

Pension: The pension scheme is a Group Stakeholder Pension Scheme. Employees can choose to “opt out” of the scheme, but without doing this means automatic enrolment. Families Outside contributes 4% to the scheme. Employees choose their own level of contribution. The combined total required to be in the scheme from 1 October 2018 must be at least 7%.

All staff are subject to a criminal records check from Disclosure Scotland. A previous criminal record does not automatically prevent someone from qualifying for this post. Each case will be assessed on its own merits.

Key tasks – Volunteer Manager	
1	Recruit volunteers (including peer supporters) for specific posts as required, responding to requests from prospective volunteers as they come in.
2	Work with Marketing & Communications Manager and family support staff to encourage family members to become peer supporters as appropriate.
3	Ensure all volunteers receive a role description, full induction, and training appropriate to their role.
4	Provide regular support and development sessions with all volunteers.
5	Ensure all volunteers have a local point of contact for day-to-day information and support.
6	Develop and maintain policies and guidance for volunteers.
7	Work alongside Families Outside Managers, staff, and families to identify how and where volunteers may be utilised to best effect to achieve our organisational aims.
8	Gather feedback from families and staff about the work of volunteers to assist in individual and collective performance development.

Key tasks – General	
1	Liase with Chief Executive, Deputy Chief Executive, Regional Family Support Coordinators.
2	Adhere to all Families Outside organisational policies, and work within the aims and objectives of the charity.
3	Assist in statistical monitoring and reporting of outcomes as required.
4	Attend relevant and appropriate training courses.
5	Participate in staff meetings and in Families Outside events as required.
6	Undertake any other reasonable duties as required.

All staff should use the opportunity to seek support and help from the line manager when appropriate and necessary. Regular development sessions will be given, and the opportunity to debrief at other times will be paramount.

All staff are expected to undertake any other reasonable duties as required and relevant to the post. (Additional duties will be to cover unforeseen circumstances or changes in work and will be compatible with the regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder).

Person Specification - Selection Criteria		Essential	Desirable
EDUCATION	Relevant qualification (qualified social work practice teacher preferred)		*
PREVIOUS EXPERIENCE	Experience of community work and case management		*
	Experience of working with disadvantaged or vulnerable groups	*	
	Experience in development work and management of volunteers	*	
SKILLS AND ABILITY	Good negotiation, communication and interpersonal skills	*	
	Some knowledge of the criminal justice system	*	
	Ability to relate sensitively to the needs of prisoners' families	*	
	Ability to work with a wide variety of people at all levels	*	
	Ability to access support from external agencies	*	
	Ability to work independently and as part of a team	*	
	Ability to prioritise/manage work load under pressure	*	
	Computer literate, including ability to manage a database	*	
Current driving licence and access to a vehicle	*		
PERSONAL QUALITIES	Adaptable	*	
	Honest, punctual, reliable, and trustworthy	*	
	Calm attitude	*	
	Non-judgemental	*	
	Able to maintain confidentiality	*	
	Work as part of a team	*	