

## Volunteer Coordinator

<b>Reports To:</b>	Recovery and Aftercare Team Leader
<b>Grade/ Salary:</b>	£24931 - £27053 per annum
<b>Location:</b>	<ul style="list-style-type: none"> <li>• 7 St Andrew's Pl, Cardiff CF10 3BE</li> <li>• 2-10 Holton Road, Barry CF63 4HD</li> <li>• 218 Cowbridge Rd E, Cardiff CF5 1GX</li> <li>• 232 Holton Rd, Barry CF63 4HS</li> <li>• 94 Neville St, Cardiff CF11 6LS</li> </ul> <p>Outreach, and home visits / co-location with other social care partners will be expected.</p>
<b>Hours:</b>	37.5 hrs per week
<b>Contract:</b>	Permanent

### Background to Service:

The CAVDAS Alliance brings together the skills, experience, and expertise of three Welsh substance use organisations – Barod, Kaleidoscope and Recovery Cymru – and the Cardiff and Vale Area Planning Board. CAVDAS was formed to deliver innovative services based on the needs of the people in Cardiff and Vale. This unique arrangement for Welsh services allows space for the voices of people using services to be heard and for their needs to be met in the ways that work for them. That way, we can continue to further develop services as required.

We exist to make sure every individual can get the support, information and advice they need regarding their own or someone else’s drug and alcohol use. We support every age group and people can get in touch with us directly or via a professional referral. We call this our ‘No wrong door’ approach: however, and whenever people get in touch about any drug and alcohol concerns, we’ll know how to help. We believe the best services are produced together with the people who need them and who have first-hand experience of what works well. This is how we develop our services and why we have a strong, professional peer support team who are a very important part of our approach.

You can find out more about CAVDAS at [www.cavdas.com](http://www.cavdas.com)

## **Purpose of the role:**

The value of shared experience is essential to CAVDAS and volunteering is central to this. This role will support people with lived experience of substance use and related issues, recovery supporters as well as their families to undertake meaningful volunteering opportunities, build new skills and support others. The role will involve advertising, recruitment, selection, induction, training and volunteering-based support for people to undertake across CAVDAS. A large part of this is inspiring and supporting people to learn new skills, gain confidence and utilise these to demonstrate reliability, organisation and commitment, thus preparing them for other opportunities and the workplace. A staged, individualised approach is needed to support people to achieve more than they thought they could whilst ensuring maintaining standards and safeguarding volunteers and those they support. This role will also involve offering core training to all volunteers in CAVDAS and liaising with team leads to identify volunteering roles and vacancies.

Coproduction is central to CAVDAS, and you will have the opportunity to influence, with the people you support, what we offer, how and where. You will be involved in the design of new resources with your colleagues to meet the needs of the people we are supporting. Volunteering is central and you will work closely with volunteers, offering support, and 'on the job' skills development. You will support the work of Voices Action Change to ensure service users across the system design, deliver and monitor the work of CAVDAS.

Services are delivered in line with Welsh Government Treatment Frameworks, NICE guidance (National Institute for Health and Clinical Excellence), and other relevant professional standards and legislation.

Individual supervision is provided in line with Alliance partner organisational policy. Additional clinical support is provided via peer supervision and review groups. Specific training will be available for the development of service provision in line with Continued Professional Development.

## **Key Duties and Responsibilities**

- To manage and coordinate the volunteering programme, across CAVDAS and in Cardiff and the Vale of Glamorgan
- To design and deliver comprehensive training

## **SPECIFIC RESPONSIBILITIES**

### **Volunteer recruitment**

- Be responsible for the recruitment, selection, induction and training of volunteers including DBS checks
- Maintain an up-to-date portfolio of volunteering and engagement opportunities

- Ensure all CAVDAS volunteer role profiles are up to date.
- Co-ordinate CAVDAS volunteer recruitment drives – thinking creatively about how we can attract volunteers.
- Manage any volunteering initiatives/adverts on CAVDAS social media pages.
- Undertake awareness-raising and promotional activities to effectively publicise and promote the volunteer programme to a diverse audience

## Training

- Design, develop and deliver comprehensive training packages for volunteers who want to volunteer in CAVDAS services.

## Volunteer management

- Work alongside team leads to identify volunteering roles and placements
- Coordinate a team of volunteer placements across the different CAVDAS teams, sites and programmes
- Offer structured and individualised supervision and ongoing development opportunities for volunteers
- Monitor volunteer expenses and budgets
- Assist in the co-ordination of volunteer recognition events
- Provide support to wider CAVDAS staff in the management of volunteers
- Manage and co-ordinate volunteer exit interviews/termination
- Coordinate volunteers for CAVDAS roles
- Coordinate weekly volunteer rotas
- Support and develop individuals including those who may have lived experience
- Inspire, encourage, support individuals, as well as have difficult and challenging conversations
- Provide recovery and wellbeing support to volunteers when needed as appropriate within the role and seek support from colleagues
- To undertake regular review and supervision with volunteers
- To coordinate other volunteer support mechanisms
- To administer expenses, including but not limited to tempo Time Credit scheme
- Organise volunteer events such as away days and volunteer celebrations
- Facilitate a regular volunteer development group to support and develop volunteers

## Culture

- Contribute to awareness raising sessions
- Represent volunteers with CAVDAS colleagues and other health and social care partners.

## **GENERAL RESPONSIBILITIES**

- Be responsible for dealing sensitively with the range of complex and challenging issues some volunteers may present.
- Ensure that all participants are safeguarded, and that good, safe practice is followed in all project activities and to contribute to HR processes.
- Undertake reflective practice and participate in supervision
- Work with colleagues to ensure thorough planning, delivery, monitoring and achievement of the aims and objectives of the CAVDAS contract associated with this post
- Attend CAVDAS partnership meetings
- Communicate host organisation and CAVDAS visions and deliver upon model, ethos and philosophy
- Produce volunteer reports, case studies and statistics
- Contribute to the open access 365 days per year recovery community offer
- To develop partnerships with relevant organisations and companies to increase and sustain the effectiveness of the volunteer outreach programme
- Effectively communicate information, both verbally and written to volunteers and other interested parties
- Such other duties as may from time to time be reasonably required

## **Compliance and Information Management**

- Ensure appropriate records and case notes are completed and maintained.
- To ensure the undertaking of appropriate monitoring, review and evaluation procedures.
- Adhere to safeguarding and data protection principles in working practice.
- Adhere to host organisation and CAVDAS policies and procedures.
- Maintain appropriate boundaries.
- Engage with Learning and Development Plans to ensure training remains up to date
- To keep up to date with strategic and policy developments and emerging trends in respect of substance use and related matters.
- Undertake relevant administrative tasks, keeping thorough records and providing reports, ensuring the confidentiality of all records is maintained and all GDPR practices are followed.
- Undertake quality assurance activities to maintain excellent standards from volunteers
- Implement, monitor and evaluate all volunteer activities
- Develop and promote volunteering opportunities within an anti-discriminatory framework
- Produce volunteer reports, case studies and statistics as requested by the organisation and relevant funders

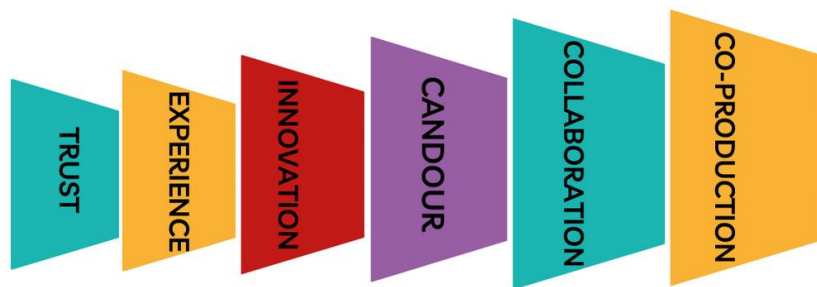
## **Professional Development**

- Help with the induction and orientation of new staff, volunteers and students
- Ensure professional development by seeking regular supervision and annual appraisals

- Undertake reflective practice and participate in peer supervision
- Effectively manage own time and prioritise workload, maintaining own administration and accurate personal records regarding travel, diary appointments, TOIL, and expenses incurred (to an agreed level)

### Vision and Values

The post holder will be expected to adhere to and embody Alliance values of TRUST, EXPERIENCE, INNOVATION, CANDOUR, COLLABORATION AND CO-PRODUCTION in their day-to-day activities working towards the Alliance outcome framework and as part of a wider team.



**“The Whole is greater than the sum of its parts”.**

<b>PERSON SPECIFICATION:</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Expected to meet basic skills in numeracy and literacy</li> <li>• Excellent IT skills: competency in Microsoft Word, Email, Excel, Powerpoint and Internet Explorer.</li> </ul>	<ul style="list-style-type: none"> <li>• PTTLS / EAT or other equivalent group work facilitation</li> <li>• Relevant qualification(s)</li> </ul>
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience and competence in working (paid or unpaid) in the substance misuse field or similar environment</li> <li>• Demonstrable experience of delivering a volunteer programme including training or transferrable skills</li> <li>• Ability to collaboratively plan, deliver and coordinate activities to meet the needs of an identified group</li> <li>• Demonstrable experience of offering 1:1 support to an identified group</li> <li>• Ability to engage, motivate and support vulnerable people</li> <li>• Demonstrable interpersonal skills to build relationships and work collaboratively with a wide range of individuals and groups. Good partnership working is essential for this post.</li> <li>• Ability to work with and support volunteers</li> <li>• Ability to analyse, report and communicate information to a variety of audiences by a range of methods including face to face, telephone, reports letters and emails.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering formal training programmes</li> <li>• Use of motivational interviewing techniques</li> <li>• Knowledge of safeguarding procedures.</li> <li>• Experience of establishing and reviewing policies and procedures</li> <li>•</li> </ul>

	<ul style="list-style-type: none"> <li>• An open, positive and non-judgemental attitude and the ability to work in a non-discriminatory framework.</li> <li>• Understanding of and ability to maintain confidentiality</li> <li>• Ability to lead a project or programme with supervision</li> <li>•</li> </ul>	
<p><b>Role specific requirements</b></p>	<ul style="list-style-type: none"> <li>• Highly organised with ability to prioritise, plan and deliver work within agreed timeframes and to a high standard</li> <li>• Flexibility to work at multiple locations and flexible working hours.</li> <li>• Prepared to undertake enhanced Disclosure and Barring Service (DBS) vetting.</li> </ul>	<ul style="list-style-type: none"> <li>• Full, current driving licence and use of a car which is insured for business use.</li> <li>• Experience and knowledge of collecting, collating, analysing and reporting on data in line with the service specification</li> <li>• Experience of database systems</li> </ul>
<p><b>CAVDAS Competencies</b></p>	<p><b>Compliance:</b> An insightful evidence-based approach to professional development and personal practice, including a commitment to quality assurance and best practice.</p> <p><b>Leadership:</b> Demonstrable ability to help with the induction and orientation of volunteers and students.</p> <p><b>Teamwork:</b> Ability to build and develop relationships within the service, strategic partners and other external parties/ organisations; able to resolve conflict.</p> <p><b>Personal Drive:</b> Able to manage own time and work autonomously. Ability to work on own initiative and enthusiasm, under pressure</p> <p><b>Communication</b> Managing administration issues, monitoring and clinical</p>	

	<p>activity data reporting. Good facilitation/negotiation skills and a commitment to working in partnership with other agencies.</p> <p><b>Commercial Awareness:</b> A flexible approach to working in a developing service and a willingness to assist in its improvement and awareness of efficiencies.</p> <p><b>Planning and Organising:</b> Demonstrable experience of managing tasks and deadlines; able to resolve conflicting priorities whilst demonstrating responsible time management and efficacy of prioritising workload.</p>	
<p>CAVDAS may consider the appointment of a candidate who is unable to meet a particular requirement if they offer other skills, knowledge, or experience valuable to the role and the host Organisation. The candidate must also be able to meet the required shortfall within a reasonable timeframe whilst undertaking the newly appointed role.</p>		

**Additional information**

This post has been identified as requiring the post holder to provide evidence of BBV immunisation status in order to carry out the role effectively. The role MAY at times and with prior agreement, require the post holder to undertake Dry Blood Spot Testing/ Working in Needle Exchange or in harm reduction and outreach settings and therefore CAVDAS wishes to ensure that staff are not at risk of infection or transmission of a disease that may affect their own or patient safety. Staff will therefore need to evidence their immunisation history, exemption or non-responder on commencement of employment or at routine intervals at the request of the Organisation.

The post holder will be expected to work in line with the Social Services and Well Being (Wales Act) 2014, and the Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015 to ensure safeguarding of individuals (adult and children) is at the heart of delivery. A good understanding of confidentiality and information sharing legislation is required with the confidence to act professionally and seek guidance and support from line management and colleagues where appropriate.