

# Job Description & Person Specification

## Recovery Community Volunteer and Training Coordinator

Job Title	Volunteer and Training Coordinator
Location	You will primarily be based in the Canton recovery centre but, at times, will be required to travel to locations around Cardiff and Vale for training and meetings. Your role will also involve online training delivery.
Job Summary	To coordinate the Recovery Cymru volunteering programme and deliver Recovery Cymru training programmes
Responsible To	Founder & Director
Pay Rate	£26, 000 p/a
Term of Contract	Permanent subject to funding
Hours	37.5 hours per week. You will be required to work some evenings and weekends on a Rota basis.

### Recovery Cymru

Recovery Cymru is a peer-led recovery community organisation for people seeking to change or overcome problematic alcohol and / or drug use. We also support family and friends. Our model is based on CHIME (Connection, Hope, Identity, Meaning and Empowerment) and everything we do is guided by our values: Connection, Integrity, Compassion and Empowerment. You can find detailed information about our organisation and approach in the recruitment pack which we strongly encourage you to read! All our staff and volunteers, within their roles, contribute to the 'bigger picture of RC'

- Build the recovery community
- Raise awareness, challenge stigma
- Partner with others

### Purpose of the role

At Recovery Cymru, we believe in empowering our people - staff, members and volunteers. As a social learning, member-led organisation, volunteering has always been central to what we do. We evolved from a single volunteer-led support group! We welcome a wide range of people who want to volunteer with us. We also have a strong focus on offering our members, including those in or seeking recovery and family and friends volunteering opportunities. We view volunteering as a recovery tool, through which people can build their skills, interests, experience and self-belief. We offer a range of volunteer roles across our model and our volunteers support the running of our recovery centre 365 days a year and without them; we just could not do it. Our peer workforce model includes staff with lived experience and volunteers and we aim to create

environments and training and support programmes that recognise the amazing strengths our peers bring, whilst also providing support for the challenges they face, both in volunteering and in the workplace. We have recently started our Recovery Cymru Family and Friends (F&F) programme and you will work closely with our F&F peer worker to offer volunteering opportunities for this group.

This role has three main areas of work:

1. Volunteer recruitment, training, development and support
2. Delivering training for our peer workforce
3. Working alongside the Director to develop and deliver our external training packages (you can find more information on our training on our website [www.recoverycymru.org.uk](http://www.recoverycymru.org.uk))

Your work will bring you into contact directly with people in or seeking recovery, those who are vulnerable and are struggling, as well as other professionals and the general public. While this role does not involve offering direct recovery support, our volunteer wraparound support will at times, include listening to people about their experiences and challenges. If additional recovery support is needed, this can be offered by your colleagues. This is a truly transformational role through which you can support people to change their lives and contribute to the running of our community organisation.

**Interested?** Please read on for specific responsibilities and person specification. We have offered a detailed overview to give you a good understanding of what the role entails. This list will not run concurrently and is not exhaustive. Please also contact us if you would like to talk more about the role before you apply.

## **Specific Responsibilities**

### **Coordinating volunteer and training programmes**

- To be responsible for managing and coordinating the volunteer programme
- Coordinate weekly, monthly and one-off volunteer rotas
- To schedule and deliver training sessions
- Write and publicise volunteer opportunities including, role profiles
- Assist with monitoring quality assurance of activities run by peer workforce and volunteers
- Implement, monitor and evaluate all volunteer activities, producing reports and escalating issues to management
- Support and host student placements.

### **Volunteers**

- To be responsible for the recruitment, selection, induction and training of volunteers including DBS checks
- To inspire, believe in and guide our volunteers
- To work closely with the Family & Friends project to support, train and place volunteers to support the programme
- To undertake regular review, support and supervision with volunteers
- Organise volunteer events such as away days and volunteer celebrations.
- Facilitate a volunteer development group to support and develop volunteers, ensuring the programme is coproduced

### **Delivering training**

- To develop and deliver training programmes for different audiences, namely, volunteers, the peer workforce and external paid-for training packages

- Act as a point of contact for training enquiries

## **Publicity and partnerships**

- Undertake awareness-raising and promotional activities to effectively publicise and promote the volunteer programme and external training to a diverse audience.
- To develop partnerships with relevant organisations and companies
- Work with the Director to publicise external training

## **General Responsibilities**

- To contribute to the running of the recovery centre
- To be trained in the delivery of our group programmes
- To undertake reflective practice and participate in peer and group supervision
- Ensure the confidentiality of all records and communications under GDPR.
- Ensure that the Recovery Cymru philosophy is centrally embedded in practice.
- Undertake reflective practice and participate in peer and group supervisions.
- Be responsible for dealing sensitively with the range of complex and challenging issues the general public, members and volunteers may present.
- Ensure all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.
- Such other duties as may from time to time be reasonably required

## **PERSON SPECIFICATION**

### **Essential**

- Demonstrable experience of coordinating/managing volunteers or transferrable experience
- Recognised qualification or previous experience of developing and delivering training or transferrable skill
- Experience of or ability to coordinate a programme of activities, rotas and schedules (or transferrable skills)
- Demonstrable ability to manage your own workload, keeping on top of repetitive and one-off tasks, ensuring deadlines are met and projects work to time
- Ability to coordinate schedules
- Demonstrable ability to confidently run group sessions
- Good knowledge and understanding of the motivational, support and training needs of volunteers
- Excellent interpersonal skills able to build relationships and work collaboratively with a wide range of individuals and groups.
- 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.
- Ability to maintain records and provide information for monitoring and outcomes
- Demonstrable understanding and commitment to recovery
- Willingness to seek advice from team members when needed

### **Desirable**

- AET or other relevant training or teaching qualification
- Demonstrable experience in working (paid or unpaid) in the substance misuse field or a similar environment
- Applications are sought from all suitably qualified sections of the community but are particularly welcome from people with lived experience of personal or family recovery of substance use and / or mental health.

**Notes**

- This role is subject to an enhanced DBS check
- Recovery Cymru 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. The candidate must also be able to meet the required shortfall within a reasonable timeframe whilst undertaking the newly appointed role.