JOB DESCRIPTION AND PERSON SPECIFICATION

Job title:	**Volunteer Coordinator**
Responsible to:	**Senior Starting Well Manager**
Responsible for:	**n/a**
Location:	Work base: TBC Postholder will work across NHP's Family Hub's. Hybrid working available
Nature of employment:	Permanent
Date of review:	November 2026

The aim of the Starting Well Team is to focus on the first 1001 days of life, engaging and supporting all families, particularly those identified as "in greatest need". The team will deliver early intervention services around parenting skills, child development and school readiness, ensuring that children have the best start in life.

Purpose of post:

- To work as part of the delivery of Starting Well services, delivering services to parents/carers, children and young people who live in Calderdale.
- To be responsible for the recruitment, training, and management of volunteers.
- To lead on engaging Parent Champion volunteers in exploring leadership of wider peer support provision in the community, establishing space for parents to come together and share experiences.
- To capture data that evidences the impact of the work.
- To promote Family Hub services by attending relevant events and health related services.

Key areas

- To support the delivery of the contract specification(s) for the Starting Well element of the Family Hub contract.
- To lead and train volunteers to be local advocates for services, promoting Family Hub services to their peers, educating parents/carers of the benefits of the services and representing an important voice of experience to influence internal and external services.
- Working collaboratively in the Starting Well team to develop and deliver Starting Well services in line with local and national agendas.

Main Responsibilities

- Lead on the recruitment of volunteers by marketing, networking, attending events, social media and various other methods.
- Deliver training
- Ensure volunteers are inducted correctly and are offered ongoing supervision and management.
- Identify relevant opportunities within North Halifax Partnership and support volunteers to link into these (attending Family Hub network meetings or supporting recruitment processes).

- Establish and develop collaborative partnerships outside NHP that support company and Family Hub's brands, images and values.
- Collect and store volunteer information including DBS information, availability, skills and experience.
- Plan and implement an appropriate training package for volunteers, exploring existing opportunities within NHP to offer a broad range of skills development.
- Work closely with Family Hub staff to ensure the Parent Champions opportunity is embedded in their offer and volunteer recruitment opportunities are maximised.
- Work closely with the wider Communities team, including the Staying Well Befriending Coordinator, to ensure opportunities to enhance capacity are maximised.
- Maintain appropriate records, including relevant databases, and ensure that information is organised and evaluated effectively. Collate data and evidence to demonstrate the impact of service delivery.
- To be involved in management discussions on Family Hub's services' and policies.
- To produce reports for senior management, which may include reports on finances, service development and/or an annual review.
- To work within delegated budget, seeking opportunities to reduce costs and develop income opportunities.
- Awareness of available alternative funding streams and to lead on procuring these where appropriate.
- Collect feedback and monitoring information to support with grant monitoring requirements, as directed by management.
- Represent the organisation at external events.
- To adhere to and ensure volunteers are aware of, and compliant with, NHP policies and procedures, through regular communication and training.
- To develop and manage volunteer policies and procedures, and standards of volunteer service.
- Be responsible for the health and safety of the volunteers.
- Work with volunteers and local people to develop peer support opportunities for local parents.
- To have a clear understanding of the safeguarding policies and recording requirements to provide advice to staff and to act promptly should areas of concern arise in line with these policies.
- To ensure all personal data held is GDPR compliant and all data handling complies with all data protection laws.
- To ensure that the North Halifax Partnership equal opportunities policies are proactively implemented to promote inclusion, equality and valuing diversity throughout all aspects of the work of the Starting Well Team.
- To maintain confidentiality in all aspects of work.
- To ensure the correct use and implementation of company policies and procedures and review where needed.
- Responsibility for health and safety at work requirements.
- To maintain up to date knowledge of local and national safeguarding frameworks.

Other requirements for this role:

- All staff are expected to demonstrate consistently high standards of personal and professional conduct and maintain high standards of ethics and behaviour, in line with the NHP Code of Conduct.
- To actively engage in the performance management review processes.
- To perform the duties specified and other duties as required from time to time under the guidance of a line manager and be willing to undertake other duties as reasonably requested.
- To have a clear understanding of safeguarding policies and procedures and to act appropriately should areas of concern arise, in line with the North Halifax Partnership (NHP) policies and procedures.
- To ensure that North Halifax Partnership's Equal Opportunities policies are proactively implemented so as to promote inclusion, equality and valuing diversity.
- Attend staff and other meetings and participate in staff training and development events as required.
- To continue personal professional development, as required.
- To ensure adherence to the organisation's policies and procedures with reference to Equal Opportunities, Safeguarding, Data Protection and Health and Safety.
- To work in a flexible manner in line with the organisation's objectives
- To provide excellent customer care in dealings with the public.
- Be willing to work unsociable hours, including some weekends and evenings.
- Willingness to travel across the region.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The postholder will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

This job description is current at the date shown, but, in consultation with you, may be changed to reflect or anticipate changes in the job commensurate with the grade and job title.

Please note the terms of employment for this role will include a mobility clause to enable the postholder to work across the geographical area of responsibility.

North Halifax Partnership Ltd is an equal opportunity employer. We are committed to safeguarding and promoting the welfare of children and we expect all staff and volunteers to share this commitment. An enhanced disclosure and barring service check is undertaken for all staff – a caution or conviction does not automatically prevent an offer of a job and any issue may be discussed with a prospective employee.

PERSON SPECIFICATION

POST TITLE:	**Volunteer Coordinator**	
Attributes	**Essential Criteria**	**Desirable Criteria**
Relevant Experience	• Experience of working with volunteers, including supervision, recruitment, and training • Experience of establishing and building relationships with external organisations • Experience working with communities in either a voluntary or paid capacity. • Experience of working with Family Hub services – move to desirable	• Experience of working within Child Protection guidelines. • Experience of delivering training. Move to essential • Understanding of local issues and policy.
Education, qualifications and Training Attainments	• GCSE in English and Maths, or ability to demonstrate can work at this level. • Current and up to date safeguarding training.	• Have undertaken any further training since gaining last qualification. • Accredited to deliver parenting courses.
General and Special Knowledge /Ability	• Knowledge of those issues and challenges affecting parents of children of all ages. • Skilled communicator, excellent listener, empathetic, supportive, approachable, with the ability to enthuse, persuade, negotiate and influence groups and individuals. • Good written communication. • Strong customer focus and ability to communicate with a broad range of people at all levels. • Excellent time management of own timetable, including flexibility to meet team priorities. • Ability to collect feedback and monitoring information. • Knowledge and understanding of volunteering arrangements.	• Experience of mentoring others. • Knowledge of Family Hubs and Nurseries.

	• Ability to work on own initiative and to work as part of a team. • Ability to direct and motivate others. • An ability to use a range of IT packages e.g. databases, MS Office. • An understanding of equality and diversity issues within a diverse and multicultural environment with a commitment to tackling discriminatory practices. • Awareness of health and safety in relation to the role. • Able to work evenings and occasional weekends. • Ability to travel in connection with work.	

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