

JOB DESCRIPTION: Intensive Support Coordinator – Young People

LINE MANAGER	Intensive Support Manager
HOURS OF WORK	Part-time 22.5 hours per week
PAY SCALE	Aligned with JNC scale points 13 – 16

OVERALL AIM OF THIS POST:

The Door's Intensive Support Department aims to be considered locally as the key provider of non-statutory wraparound family support services - providing pragmatic and effective support for parents and young people that has a positive lasting effect. This work happens in a variety of centre-based and public settings across the Stroud and Cotswold Districts

The Intensive Support Coordinator – Young People is appointed to provide support to the volunteer mentoring team, providing supervision, support and direction whilst maintaining a high quality service.

Due to the nature of the role, there is a need to be flexible in delivery to ensure that young people and volunteers receive the best quality service. There is an ongoing requirement for evening and weekend working to achieve this. The Coordinator is responsible for managing their own diary, and where reasonable, time off in lieu will be granted where operational needs require additional hours.

KEY STAKEHOLDERS

- Intensive Support Manager
- CEO
- COO
- Fundraising Department
- Other department managers
- Intensive Support staff and volunteers
- People accessing the service
- Statutory bodies including social care, schools, health service, town/parish and district councils
- Other organisations including Foodbank, Citizens Advice, Beresford Group, Nightstop

SPECIFIC DUTIES AND RESPONSIBILITIES

- Provide ongoing line management, support and supervision to your allocated volunteer team
- Interview and train volunteers alongside other members of the Intensive Support Team
- Develop and deliver appropriate training for volunteer mentors
- Manage personal 1:1 caseload of your own young people including floating support
- Carry out volunteer reviews
- Develop and deliver ongoing group development for volunteers
- Support the administration team to ensure that all administration associated with mentoring is up-to-date including Salesforce database
- Provide ongoing analysis and reporting of team activity
- Support the Fundraising Team in the preparation of funding bids
- Manage and maintain 'dashboard' of information and resources for volunteers
- Build strong working relationships with external agencies such as Stroud Targeted Support Team, Youth Support, Social Services, CAMHS, schools, etc.
- Manage the 1:1 volunteer support process including assessment, matching, review and closure
- Support the referral process for support and signpost to appropriate services
- Contribute to the ongoing development of the service
- Uphold the Christian ethos of The Door and The Keys
- Maintain a safe and friendly working environment
- Anything else that is commensurate to the post

PERSON SPECIFICATION

ESSENTIAL

- Excellent personal organisational skills
- Able to work under pressure to tight time scales
- Able to work on own initiative with minimum supervision
- Good team worker who values the importance of teamwork
- Excellent communication skills, including active listening and ability to communicate at all levels, including 1 to 1 meetings, interviews, reviews, giving public presentations and talks to a variety of groups
- IT-literate and able to manage workload via online systems and diary management

- Able to analyse, interpret and convey information in a meaningful way
- Full driving licence and use of own transport
- A clear understanding of the needs and issues faced by our service users
- Able to relate to all people in an empathetic way with a spirit of generosity that is kind, loving, caring and non-judgmental
- An interest in the well-being of young people and their families
- Approachable, open and honest
- Commitment to ongoing personal growth through the development of knowledge and skills
- Commitment to working in ways that do not discriminate

DESIRABLE

- Previous work experience with young people &/or families
- Previous experience of supporting individuals
- A clear knowledge and understanding of safeguarding children, in particular working within professional boundaries and implementing policy
- Proven track record of recruiting and leading a volunteer team and providing supervisory support
- Experience of developing and delivering staff training
- Ability to manage crises and make clear decisions
- A recognised qualification in youth/family work
- A clear knowledge and understanding of current government policies and initiatives affecting young people and families
- A clear knowledge and understanding of the Graduated Pathway
- A clear knowledge and understanding of similar projects
- Experience of using databases
- Lively and engaging