

Job Title: IE Volunteering Coordinator

Grade: Band D

Reports to: Team Manager

Role Responsibilities: No budget or line management responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all. This role requires strong people and commercial skills and the ability to deliver a customer centric service, working towards our mission of making a positive difference to people's quality of life.

The Volunteering Coordinator will be instrumental in ECL's delivery of the Local authority funded Supported Employment programme LIVE, supporting individuals with barriers to employment in finding and sustaining work.

The Volunteering Coordinator will provide person-centred support to ensure our customers are supported into volunteering and/or community outcomes dependent on the customer's choice.

Providing end-to-end contact throughout the customer journey, the Volunteering Coordinator will be responsible for:

- Completing assessments
- Providing in-work support and job coaching
- Achieving outcomes in line with customer preferences, contractual requirements and defined targets
- Support planning and reviews for a defined customer group
- Developing, maintaining, and reporting on data and information to evidence contract delivery

You will have the autonomy to influence, problem solve and make decisions, demonstrating flexibility and adaptability to ensure ambitious outcomes for our customers.

Job purpose

The Volunteering Coordinator will identify and work directly with volunteering organisations to develop volunteering and work experience outcomes to our customers, using a person-centred approach to ensure individuals are matched based on skills and experience.

A friendly, supportive, and adaptive approach will prepare the Volunteering Coordinator for supporting the development of the service, working to high standards and ensuring our customers receive a high-quality service.

The Volunteering Coordinator will take an active role in representing and championing the service and ECL both internally, externally and for audits/inspections.

You will create and develop new and exciting opportunities and pathways for ECL's customers, collaborating with your team, our customers, and other stakeholders to achieve both individual and contractual outcomes.

An expectation of the role is that you will have the knowledge and capability to work within an inclusive community model. Carrying out the role in a number of settings as appropriate, including customer's homes, the local community, and ECL services.

You should be approachable, supportive, creative and adaptable to change, with the ability to support customers and where appropriate towards paid employment.

You will be tasked with identifying gaps in the community provision for this customer group, making use of existing provision, creating and developing new and exciting pathways alongside third sector and other community partners.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.
- Deliver the Supported Employment programme as contractually agreed between Essex County Council (ECC) and our funders.
- Demonstrate the achievement of outcomes in line with contractual and ECL requirements.
- Follow the Supported Employment Quality Framework (SEFQ) model and ethos of supported employment.
- Ensure accountable aspects of contract compliance in line with the delivery profile.
- Ensure submissions are correct and accepted by the contract funder.
- Ensure profiled delivery is met or exceeded.

Duties and Responsibilities

- Directly support a caseload of customers in achieving outcomes.

- Work as part of a regional team to ensure outcomes are met.
- Provide in-work support, including direct customer job coaching flexible to the customers' employment requirements and outcomes.
- Use Training in Systematic Instruction (TSI) methods where required, supporting customers in learning practical skills for work.
- Work within a target driven service to meet KPI's and deliver contracted outcomes.
- Support the Manager in developing, growing, and shaping the service through a positive and professional outlook.
- Effective communication, supporting the Manager at meetings both internally and externally.
- Work collaboratively with teams across ECL's Inclusive Employment and Day opportunities services to ensure understanding and support of the achievement of common outcomes.
- Support the implementation of any contractual changes and improvements as required.
- Support the promotion of a culture where volunteering and employment outcomes are customer centric.
- Ensure customer outcomes are recorded and contribute to developing and maintaining data and evidence of contract delivery.
- Provide case studies where required.
- Actively promote health & safety and lead by example.
- Identify improvements and innovations that would support in the delivery of a high-quality service.
- To adhere to all ECL policies, procedures, processes and guidelines at all times.
- Take an active role in preparing for and representing the service for internal and external audits and inspections.
- Being a positive role model to all staff and identify risks and concerns.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their line manager.

Person Specification - Key Skills and Competence

Education and qualifications

- Holds or working towards – Supported Employment Diploma Level 3 or Health and Social care equivalent

Skills and Experience

- Experience of delivering to an Employment service or Social Care contract (up to 2 years desirable)
- Experience working in a target-driven environment and in-line with KPI's
- Knowledge of the values, standards, and principles of Supported Employment
- Experience of directly supporting individuals into employment/volunteering
- Experience providing employment support as part of a government scheme (desirable)
- Good working knowledge of the needs and aspirations of individuals with barriers to work to find and sustain employment
- Ability to generate employment/volunteering opportunities with employers
- Understanding of the needs of the employers, with an ability to influence the value of Supported Employment customers in the workplace
- Ability to deliver presentations and to encourage and educate employers in the benefits of Supported Employment
- Ability to observe customers' suitability within work experience settings
- Experience or evidence of providing job carving solutions
- Excellent communication skills both verbal and written, with proven ability to use creative methods of presenting information to a wide variety of audiences, organising and co-ordinating projects and events.

Our Values



Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right