**Volunteer & Community Engagement Apprenticeship**

Responsible to: Volunteer Manager

Length of contract: Dependent on length of apprenticeship

**Rate:**  £7.49 per hour

**Based at:** Salford/ Remote Working

**Hours:**  **30 hours**

**Our Mission**

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy.

**Purpose of Role**

Working from our Salford office, your own home and out in the community, you will play a pivotal role in actively supporting and helping to recruiting volunteers across our Independent Visitor (IV) service to contribute to our wider volunteer programme. Our IV volunteers befriend, support, and spend time with young people in care once a month and we actively encourage anyone with personal experience of children’s social care (i.e. care leavers) to apply for this position.

**Key Tasks**

* Support the Volunteer Manager to recruit and retain volunteers.
* Support in conducting 1:1 supervision with volunteers.
* Support with training volunteers to a high standard.
* Review volunteer practice and quality assure volunteer delivery.
* Support to develop and maintain good practice in line with national standards to the needs of volunteers and the service.
* Develop positive relationships and partnerships with stakeholders and relevant agencies.
* Keep up to date with relevant legislation and best practice.
* Collaborate with the Volunteer Manager to enhance service delivery.
* Foster positive partnership links to support people in need.
* Manage a small non-statutory case load.
* Support drop-in sessions at our community hub in Burnley.
* Support outreach activities to raise awareness and recruit volunteers.
* Participate in peer support sessions with team members.
* Assist with community events and promote our services.
* Support to deliver advocacy awareness sessions to increase awareness and engagement with advocacy services.
* Attend monthly staff meetings and necessary training.
* Identify areas for personal development.
* Represent Advocacy Focus at meetings and provide feedback to the team.
* Build trust within the community and identify those struggling to access necessary support.
* Occasionally work evenings and weekends as required.

**Person Specification – What we need from you**

We value personal qualities over specific qualifications or experiences. Essential criteria are non-negotiable, while desirable criteria are advantageous or trainable. If you're excited about this role and align with our mission, we encourage you to apply, even if your experience doesn't perfectly match every requirement. We are dedicated to building a diverse, inclusive, and authentic workplace.

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| **Essential**  | **Desirable**  |
| 18+ years of age | Knowledge or understanding of Advocacy |
| Working towards a diploma in Health and Social Care or equivalent | Experience/ knowledge of local and national safeguarding policies and practice |
| Grade C or above in English and Maths (or equivalent) | The ability to drive and a full UK drivers’ licence, and have use of own vehicle |
| **Achievements, experience, skills & abilities** |
| **Essential**  | **Desirable**  |
| Keen to obtain knowledge and understanding of the principles of advocacy and empowerment, and an awareness of the issues involved for people who use services and service providers | Working with a diverse range of individuals from a variety of different Black and Minority Ethnic group populations |
| Have the ability to understand guidelines, policies, and records etc. Experience of completing records yourself | Experience of volunteering  |
| Computer literate, including word processing skills, sound keyboard skills and knowledge of MS Word/ MS office applications | Experience of working with vulnerable people in a home, community, or education setting |
| Able to be caring, sensitive and patient while supporting people to be as independent as possible | Experience of working with volunteers |
| Keen to work with the people Advocacy Focus supports and demonstrate empathy and compassion | Experience of developing new ideas that improve people’s independence and working flexibly to achieve them |
| Ability to methodically think through problems and come up with new solutions |  |
| Ability to listen, understand and respond to people, always putting the person that’s being supported first |  |
| Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences |  |
| Flexible in working arrangements which involve from time to time early/late starts/finishes and some evening work |  |
| A commitment to personal development and training |  |