

Job Title: Engagement Manager (Dumfries and Galloway)

35 hours per week

Contract Ends March 2022

Role Reports To: Delivery Leader for Glasgow and West of Scotland
Direct Reports: None
Job Family: 3 - £24,000 FTE
Department: Delivery

Overview

Volunteering Matters is a national volunteering and social change charity. We use the unique power of volunteering to bring people together and build stronger, more resilient communities across the UK.

We bring people together to resolve some of society's most complex issues. From social isolation and loneliness; improving health and wellbeing; building skills, confidence and opportunity and ensuring young people can become change makers in their community, the impact that we make is great.

And we won't stop until everyone in the UK has the opportunity to thrive.

Since April 2021, the charity ProjectScotland is now part of the Volunteering Matters family.

ProjectScotland support young people to get on in life, using the power of volunteering. We support young people, including those facing multiple barriers or disadvantage, to achieve positive outcomes for their future. We provide young people with personalised emotional and practical support, meaningful and supported volunteering opportunities through charity partners, and access to a reliable and positive Volunteer Mentor.

Role Purpose

We are looking for a talented, dynamic and professional Key Worker to join our team in Dumfries and Galloway. The right candidate would be someone who can work flexibly and demonstrate an understanding and total commitment to our organisational values.

You will directly support young people to achieve a positive pathway towards the next stage of their lives with a focus on introducing them and preparing them for a Kickstart opportunity. You will work alongside a range of partners, both internal and external, to assess and support individuals facing multiple barriers to progression by creating a tailored program suitable to their needs. You will provide specialist support in their progress towards accessing opportunities such as Kickstart and use volunteering and mentoring as a way to help prepare them.

You will work alongside colleagues in our Mentoring team, ensuring young people have the opportunity to benefit from a ProjectScotland Volunteer Mentor and secure aftercare support.

You will manage and develop our networks and relationships in and around Dumfries and Galloway to secure referral pathways into our service. You will identify and build partnerships with charitable and not-for-profit organisations who will host volunteer placements as a pathway to Kickstart opportunities. These placements will offer tailored support to ensure we are meeting the needs of the young people.

Key Duties & Responsibilities

- To support a number of people from disadvantaged circumstances who are likely to require specialist support in their progress towards quality employment.
- To provide 1:1 employability support that is tailored to the young person's personal circumstances with a real focus on Kickstart opportunities.
- To engage directly with young people to understand their wants, needs and aspirations and determine the best opportunity for each to volunteer, and provide the support they need in advance of volunteering
- To work alongside ProjectScotland mentoring team to ensure young people have the opportunity to benefit from the experience and skills of a dedicated volunteer mentor
- To manage all elements of the young person's experience from point of referral to their positive destination
- To identify, develop and maintain excellent relationships with charity and not-for-profit partners in Edinburgh
- To develop relationships with internal colleagues and external organisations, providing signposting, referral and access to a wide range of services designed to aid progression into employment for disadvantaged Dumfries and Galloway individuals
- Ensure diverse, high quality volunteer roles are available that reflect the needs and interests of young people
- To develop relationships with DWP to identify Kickstart opportunities and support the young people's progression towards gaining access to these opportunities.
- To manage the risk assessment, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets its agreed targets, reporting format and schedule. Assist the Delivery Leader by preparing reports to funders
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements. This includes the use of Salesforce and Hanlon CRM system
- Promoting and representing Volunteering Matters and ProjectScotland across the region
- Contribute to the wider Volunteering Matters and ProjectScotland staff teams, upholding our values at all times

Person Specification

Skills

- A sound and comprehensive understanding of the particular challenges and barriers that young people face
- Understanding of how to assess the needs of an individual using a person-centered approach
- Excellent organisational and IT skills
- Excellent people skills with the ability to build professional, long term relationships with others
- Customer-focused with an ability to have strategic conversations with key partners one minute and talk to a young nervous potential volunteer the next
- Ability to manage a busy workload and prioritise accordingly
- Strong attention to detail and a willingness to accurately record all interactions
- Creating, coordinating and supporting proper reporting channels around contract compliance
- Experience of project management and working to deadlines

Experience

- Significant experience working directly with young people, particularly those who face challenges and barriers
- Demonstratable relationship management experience with a wide range of stakeholders
- Experience in using a CRM (customer relationship management) system
- Experience of project management, achieving high targets and working to strict deadlines
- Proven ability to communicate effectively and work as part of a team

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications

Other

The post will be home based and therefore internet access to enable remote working is essential.

IT equipment and infrastructure will be supplied. Post COVID-19 and in accordance with any social distancing guidelines there will be an expectation to travel and spend time across Dumfries and Galloway to engage with beneficiaries, volunteers and colleagues.

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

Volunteering Matters Values & Ways of Working:

In all that we do, Volunteering Matters embrace a philosophy of 'Freedom within a Framework' and are guided by our values:

We are Empowering
We are Inclusive
We are Compassionate
We are Positive
We are Straightforward

N.B. This job description is not an exhaustive list of tasks, but is a guide to the key duties of the post. The post-holder is expected to take on any other duties from time to time which are reasonably required by their manager.