



Job Title: Grandmentors Project Co-ordinator

Full-Time 35hrs, Permanent contract

Locations:	Telford and Wrekin
Role Reports To:	Heather Candelent, Delivery Leader Central and North East England
Direct Reports:	None
Job Family:	3
Department:	Delivery

Role Purpose

Grandmentors is an innovative volunteering project where more mature volunteers use their lifetime of skills and experience to support and mentor under supported young people (predominantly aged 17-25) with experience of the care system. These young people often need a guiding hand and role model to support them to find work, continue their education or begin training – giving them the skills and self-belief to lead successful and independent lives. Volunteers meet with a young person regularly to boost their confidence and work towards goals, which are unique to each young person.

The postholder will be leading on a new Grandmentors project within Telford and Wrekin, working closely with Telford and Wrekin Council and our other Grandmentors projects nationally. The Project Coordinator will have a base at Darby House and attend Council team meetings to integrate Grandmentors into other Council services. They will recruit volunteers locally from the community, and within surrounding areas where referred young people live. Young people are referred directly to Volunteering Matters through the Leaving Care team at Telford and Wrekin Council. The post holder will work with the young people to match them with a volunteer mentor and support the ongoing relationship. This can include some evening and weekend work, which is within our flexible working culture and policy.

The postholder will be expected to maintain relationships whilst developing new ones, and will be working to achieve match and referral targets. A flexible and adaptable approach is important, working with volunteers and young people to achieve positive outcomes. The postholder will ensure the volunteers are trained and supported to help the young people achieve their goals, and also to support young people who may have varied complex challenges relating to for example, physical and mental health, new parenthood, English as an additional language and barriers faced through cultural heritage.

Key Duties Responsibilities



- To ensure volunteers are recruited, engaged, and retained by taking them through the appropriate onboarding process i.e., interview, application, training, DBS checks, regular supervision etc.
- To work with staff teams at Telford and Wrekin Council to promote Grandmentors and to maintain referrals of young people who may benefit from the service.
- To support young people to match with a volunteer mentor, and ensure the young person leads this process.
- To effectively deliver the service to ensure the project meets its agreed match targets and milestones.
- To attend events and be able to promote the Grandmentors volunteering opportunity within the community.
- Maintain effective relationships with stakeholders and local authority staff.
- To maintain accurate records on all aspects of the project and submit data onto the CRM database.
- To manage and maintain effective monitoring and evaluation records to capture impact and outcomes for reporting purposes.
- To implement and maintain appropriate risk assessment management processes.
- To promote and adhere to Volunteering Matters Equality and Diversity Policy and all other Volunteering Matters policies which relate to the work of Grandmentors.
- To comply with Health and Safety and Safeguarding regulations

Skills

- Strong communication skills – listening, written and verbal
- Proven organisational skills and the ability to prioritise a demanding and developing workload
- Ability to assess risk and carry out risk assessments
- Evidence of good administrative skills and the ability to maintain project monitoring and administrative records
- Strong IT skills including use of Outlook, Microsoft Office, and video calls
- Ability to build and maintain effective working relationships with colleagues, stakeholders, and partners
- The ability to motivate, enthuse and empower yourself and others
- Evidence of ability to recruit and support volunteers
- Ability to listen and work with young people to ensure their needs are met where appropriate
- Awareness of supporting young people who have faced, or continue to face complex challenges
- Able to collate impact data and to present this in an informative and/or creative way

Experience Required

- Has supported young adults and/or understands the potentially complex issues they may face
- Has recruited, trained, and managed volunteers
- May have additional language skills such as Arabic, Pashto, Kurdish.
- May have knowledge or experience of refugee and asylum resettlement in the UK





Qualifications

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

Other

Location:

The post will be based at Darby House, Telford and Wrekin Council, with flexible home working to be considered. The postholder will be expected to travel across Telford and Wrekin, and within surrounding areas where applicable. Where home working, the postholder will require good internet access to enable remote working, and a suitable home office space. I.T. equipment and infrastructure will be supplied.

DBS/ PVG

This role does require enhanced DBS clearance.

Our Values & Way of Working:

In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values: Empowering, Inclusive, Compassionate, Positive & Straightforward.

Diversity & Inclusion:

Volunteering Matters welcomes all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills and attributes" section of this job description. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact join@volunteeringmatters.org.uk for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show The Salary, Salary History.





This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

