

## **Just 'B' Children and Young People's Volunteer Lead and Support Worker Job Description**

### **Job Summary**

To work as a key member of the Just 'B' Children and Young Peoples' service supporting the Manager in the delivery of all CYP Services. Ensuring the smooth, effective, safe and ethical provision of emotional wellbeing and bereavement support.

### **Key Tasks**

1. To support the Just 'B' Children and Young People's Services Manager with the development of all CYP services.
2. To support the CYP manager with the day-to-day operations of all services. These include tasks such as the implementation of policies and procedures, reviewing cases, allocating referrals, and completing audits.
3. To work closely with the HR and People team in the ongoing recruitment of volunteers and Student counsellors across all CYP services.
4. To support the ongoing development and marketing of bereavement training and ensure regular and timely delivery of this training so that volunteer recruitment and retention is maintained in line with service need and agreed NYHC strategy.
5. To take the lead on the training and supervision of CYP volunteers, students and bank staff who will work across all CYP services including projects. To motivate and manage this team in an empowering style ensuring high quality service delivery in an ethical and effective manner in line with agreed NYHC strategy.
6. To train, support and co-ordinate volunteers and students to deliver the Crisis Response Service, working alongside the CYP staff team.
7. To facilitate regular contact and supervision sessions with volunteers, students and bank staff addressing any issues in practice as they arise.
8. To be part of an 8am – 8pm 7-day rota providing supervision to call handlers and support workers on the helplines and proactive calls services. To include weekend cover.
9. To ensure the continued growth and development of all CYP volunteers, students, and bank staff by delivering and providing access to training opportunities.

10. To be a member of the cause for concern Team with a thorough understanding of safeguarding legislation and statutory guidance. To deliver safeguarding training internally when required.
11. To work as a member of the JustB Team to maintain and ensure a high quality of service delivery in an ethical and effective manner in line with the agreed sub-strategy.
12. To carry a case load from all CYP services maintaining records to meet required guidelines, professional standards and standards set by appropriate statutory bodies. To attend monthly supervision with a qualified supervisor.
13. To support the ongoing development of resources offered to children and young people.
14. To maintain partnerships with external organisations and offer consultation to external professionals and organisations as required.
15. To participate in training events, workshops or presentations to members of the Hospice team, external professionals and organisations.
16. To understand commission and contract-based funding. To support the collection of data to be provided to commissioners in line with agreed outcomes.
17. To work with volunteers according to North Yorkshire Hospice Care (NYHC) policies and procedures, in an empowering style to ensure volunteers can fully contribute to the achievement of NYHC strategy.
18. To act as an ambassador for North Yorkshire Hospice Care representing the charity at external events ensuring our name and reputation are positively viewed and in line with brand guidelines.
19. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
20. You will live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.

To carry out the role in accordance with the law, the NYHC philosophy, and the policies on equality of opportunity and collective responsibility and other relevant professional guidelines.

The above tasks are indicative of the role to be carried out. They may change from time to time in consultation with the post holder and in line with service need.

### **Terms and Conditions**

Responsible to:	Just'B' Children and Young People's Services Manager
Responsible for:	Children and Young People's Services Volunteers, Students and Bank Staff
Salary:	Internal salary scale
Hours:	37.5 (full time) – to include evening work up to 8pm
Location:	Based at North Yorkshire Hospice Care sites but may be required to work across districts and at a range of satellite venues, including home visits

## Person Specification

### Education & Qualifications

- A relevant professional qualification for example: social care, health, psychology or education.

### Experience

- Experience of working with children, young people, and families.
- Experience of providing psychological bereavement and emotional support to Children and young people.
- Experience of working with safeguarding procedures
- Demonstrable experience of maintaining confidentiality
- Experience of facilitating groups
- Experience of working effectively with volunteers.
- Experience of developing and providing training

### Knowledge & Skills

- Ability to work effectively with other professionals
- Understanding of challenges working in a school setting
- Knowledge and understanding of safeguarding
- Empowering management style
- Effective team worker
- Understanding of volunteering
- Excellent communication skills
- Outstanding interpersonal skills
- Understanding and ability to provide supervision
- Strong Organisational skills
- Able to record notes appropriately
- Good IT skills

### Attributes

- Tact and diplomacy in dealing with a variety of situations
- Adaptable to change
- Able to manage stress and distress in self and others
- Flexible in attitude to work, and undertaking of role
- Good collaborative working skills
- Ability to travel around the district as necessary

- Understanding of and commitment to equality of opportunity and diversity procedures
- Demonstrate a commitment to North Yorkshire Hospice Care's aims and objectives through its core values and behaviours
- Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care
- Current clean driving licence

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