



ROLE DESCRIPTION

Background to Safe Families

Safe Families is a Christian, community based charity that seeks to empower local volunteers, predominately from the church, to engage with those most at need. We exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities, because everyone deserves to belong. Working hand-in-hand with Children's Services and local authorities, we link children, young people and families with local volunteers who can offer help and support. Working with a large volunteer base Safe Families assists families in crisis by offering remote support, respite care to children and befriending to isolated parents and carers.

Employment details

Title:	Community Volunteer Manager (CVM) <i>or</i> CVM Team leader (CVM TL) <i>(dependent on experience)</i>		
Location:	London	Hours:	0.6 FTE – full time (24 - 40 hours per week)
Job Type	Permanent	Start Date:	July / August 2021
Reports to:	Community Volunteer Manager – Team Leader OR Programme Director	Pay:	Circa £25,220 – 30,775 (CVM) or £31,280 – 33,300 (Team leader) pro rata <i>(dependent on qualifications and experience)</i>

Role summary:

The Community Volunteer Manager (CVM) is a key staff role with responsibility for building strong relationships with local churches across London to help establish Safe Families as a transformational tool they can use to serve their communities. Safe Families volunteers connect with and support vulnerable families and individuals, giving them hope and enabling them to thrive and develop supportive networks.

This post will have strategic oversight of widening and deepening our relationships with faith leaders across London, with a particular focus on Greenwich and new partner local authorities. You will also lead and support the Community Volunteer activity in Hammersmith & Fulham. You will build trusting partnerships which empower, equip and encourage church leaders to further engage with vulnerable children and families in the city.

The London team launched in March 2020, and has been working across Hammersmith & Fulham, Greenwich and Croydon to date. You will be part of leading, growing and establishing Safe Families work in London and will be part of a thriving, innovative team, dedicated to empowering volunteers to make a real difference. Largely outward-facing, this role will require the enthusiasm and flexibility to be regularly meeting face-to-face with church and community leaders and volunteers.

Role responsibilities:

Church connection and community relationship building

1. Building relationships with church leaders to introduce them to the work of Safe Families and establishing with them how a partnership may fit within their vision and mission to serve the local community.
2. Praying for and supporting church leaders and leadership teams. Establishing long term connections and clear lines of communication.
3. Networking within the community, building relationships with people from both faith and non-faith contexts who may be interested in becoming volunteers.
4. Regularly giving compelling presentations to audiences of various shapes and sizes about the work of Safe Families. This will include preparing and delivering presentations, interviews or talks which are accessible to a range of different church backgrounds on a Sunday.
5. Developing strategic partnerships with other charities and organisations across London.
6. Identifying new and innovative areas of support which will enhance the impact of Safe Families across the region.

Volunteer recruitment and training

1. Working with churches to recruit, train and support their volunteers, taking them through the Safe Families “Safer Recruitment Process”.
2. Ensuring that all volunteer information is accurately entered onto the Safe Families database and that key information is kept up to date.
3. Undertaking one to one suitability assessments for prospective volunteers.
4. Bringing all volunteers to the Approval Panel, assisting the decision-making regarding whether volunteer applicants are given clearance to begin working with children and families.
5. Leading on the training of all volunteers; primarily this is through a monthly Saturday training day but will also include establishing ongoing training needs and delivering an ongoing training programme which includes evening working. Virtual training is also now being regularly delivered so a basic competence in IT skills is also necessary, e.g. using zoom competently.
6. Being the DBS Lead Recruiter for the London region, processing volunteer and staff checks, recording and reporting results.
7. A good knowledge of Safeguarding and the ability to support volunteers if they have to forward concerns or deal with disclosures.

Volunteer management

1. Giving appropriate pastoral support to volunteers so that they feel confident and comfortable. This will be both face to face and remotely as appropriate.
2. Assessing the ongoing needs of volunteers and working with the Family Support Team to ensure that they feel encouraged, equipped, and empowered to support families or individuals as appropriate.
3. Assisting the Family Support Team in communicating requests for support to the volunteer base, seeking to find appropriate volunteers to match the support required.

***(CVM Team Leader only)* Leading the community volunteer team**

1. Line management, supervision, development and mentoring of community volunteer team (currently one CVM at 0.5 FTE, this will grow dependent on LA growth).
2. Managing the Community Volunteer strategy and activity in London.
3. Embedding the Church Relationship Strategy across Safe Families work in London and supporting the Programme Director to strengthen working relationships with churches and other partners.
4. Taking responsibility for church fundraising strategy and promoting giving to the work of Safe Families. This includes, but is not exclusive to, meeting with our Fundraising Team to review

church giving, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.

Carrying team culture

1. Being a champion for the values and ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
2. Participation in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This will include some travelling to other areas of the UK to meet with colleagues.
3. Taking an active role in fundraising for the work of Safe Families. This includes engaging in finding monthly Financial Supporters, participating in sponsored events and helping connect with local businesses.
4. In line with team culture, supporting colleagues by completing additional or crossover tasks within your skill set agreed in discussion with your line manager.

Person specification:

Required values and characteristics

- Love for the poor and marginalised.
- Passion for the vision of Safe Families and the role of the Church in this.
- Teachability and humility.
- A confident and engaging public speaker.
- Emotionally intelligent, honest, supportive, approachable, and encouraging.
- Courageous and up for a challenge.

Required skills and abilities

- Ability to present Safe Families clearly and to facilitate the understanding of Safe Families by other agencies.
- Ability to work independently, display initiative and bring creative solutions to challenging situations.
- Ability to coach/mentor others from a place of Christian maturity.
- Good understanding of issues facing churches in London currently.
- Ability to produce excellent written communication and to utilise social media effectively.
- Ability to be reflective of own practice in order to ensure high quality of service and safety for children and their families.
- Ability to work to targets and deadlines with a strong work ethic.
- Competent at managing a range of administrative tasks surrounding the volunteer training process and keeping the internal database updated. Basic proficiency in using IT software, e.g. Outlook for managing calendar appointments. Knowledge of using a CRM database.
- Ability to drive (with access to own vehicle) and use public transport as appropriate across the region.
- Flexibility in being able to work some evenings and weekends.

Required experience

- Experience in networking and relationship building with senior church and community leaders.
- Experience of volunteer management and project planning methods.
- Experience of exercising good judgement in terms of sensing both character and skill in others.

- Experience of working with individuals, churches and community groups reflecting the diversity of London's demographics and churchmanship.
- Experience of operating within a small but increasing team, able to juggle multiple demands, helping others as needed.

Desirable extras

- Experience of direct working with children and families.
- Personal experience of community-based volunteering.
- Established leadership role within a church or community organisation on a voluntary basis or employed.
- Line management experience.

Further notes:

Safeguarding:

Completion of the recruitment process would involve the candidate being screened through an Enhanced DBS check.

Occupational Requirement (OR):

This post has been identified as having an OR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.

All candidates must evidence they support the vision and values of the organisation.

Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates.
