## Community (and) Volunteer Development Worker

## Working within the Community and Volunteer Development Team

**Background Information**

SAVTE works with Sheffield communities and individuals to realise their potential through supporting the development of practical English language skills and volunteering leading to employability skills, and confidence to become more active, empowered and connected citizens. For more information please our website: <http://savte.org.uk>

We work in partnership with communities and community groups to respond to locally identified issues, through the provision of informal and inclusive volunteer-led English language support. We work with speakers of other languages, local organisations and relevant services to support people to improve their health and wellbeing or to progress into new opportunities whether these are learning, volunteering or employment.

Our provision is person centred and needs based and comprises of two complementary programmes:

**Community and Volunteer Development Programme.** The CVD Team is focused on working in targeted communities, where we aim to recruit, and support volunteers, particularly from underrepresented communities, who are keen to try volunteering, to develop new skills, gain experience and grow in confidence to enable them to achieve their own personal goals, whether that be finding a job, continuing with lifelong learning, or becoming active in their communities.

**Learner Development Programme** – The LDP team’s focus is on providing English learning support to help learners develop everyday English skills and confidence. Our ethos is to support learners to overcome barriers to learning which sometimes include isolation so that they can progress onto other learning or volunteering opportunities.

Volunteers and participants meet 1:1 (face-to-face and/or online), in small groups (online), and in conversation groups (online and face to face). Our projects include ESOL Together (Family Learning with ESOL) and a new Digital Inclusion project.

Volunteering is a way to give your time and to do something great in Sheffield. We recruit, train and support volunteers to this programme who would like to develop new skills and gain new experience..

The Learner Development Programme and the Community Volunteer Development Programme work together in the context of the local community.

**Our Community Development** approach is to ensure that all our volunteering and learning activities help to grow community and individual resilience. Our activities facilitate community connections which not only help to develop language further but also make a valuable contribution to health and wellbeing, reduce social isolation and accelerate participation in society.

We work in partnership with a wide range of organisations in Sheffield, and we recently carried out detail mapping of 11 localities in the city, to understand local needs and issues so that we can better plan and deliver activities in partnership with local people and organisations to ensure that they meet the needs and aspirations of people in that particular neighbourhood (rather than a one size fits all approach). We work in targeted neighbourhoods and also deliver “traditional” conversation groups in areas where there is a need. All community activities are delivered by volunteers, and SAVTEs’ role is to support these activities through training, development opportunities and 1:1 support.

**Organisational changes as a result of Covid-19 –** *During 2020, SAVTE successfully transferred all of its learning and volunteering opportunities online. This included 1:1, small learning groups and informal conversation groups. We envisage that the next volunteer training course in June will be delivered online and that future learning provision will be a mix of online and face-to-face depending on public health restrictions and the individual learner’s circumstances and preferences.*

*Working arrangements for the SAVTE staff team – SAVTE staff will continue to work flexibly, both at home and in the office. We are a flexible employer, and our flexible working policy enables individual circumstances to be taken into consideration to ensure working patterns meet the needs of both the individual and the organisation.*

**JOB DESCRIPTION**

**Main Purpose of the Role**

The **main focus** of this role will be to set up and support our English conversation groups across the city. Some of these are already established, others will be new as we return to face-to-face activities and some of these will remain online. This will involve recruiting, training and supporting volunteers from across the city to deliver these activities.

The CVDW works within communities (localities or communities of interest), in partnership with local organisations to develop and support a wide range of volunteer-led, English learning - community based activities. At the heart of these groups is English conversation and practice. For example these may be “traditional” conversation groups, but may be ‘ESOL’ activity groups such as cooking, walking. litter picks and sewing groups.

**In addition**, the role will also include developing a supported volunteer project for refugees within our SPRING programme.

The CVDP is a new programme for SAVTE and there will be an element of testing and developing the programme further including evaluating outcomes after the first year.

**Please note,**  the Job Description activities listed below cover all **potential** aspects of the CVDW role - this will include development and support of English conversation groups and in addition may include a range of other volunteer development activities and projects.

**Responsible to Programme Director**

**Developing Partnerships and Communities Activities**

* Adopt a participatory approach to engage local community groups or individuals, in identifying and developing activities and opportunities that respond to locally identified community needs.
* Build on SAVTE’s neighbourhood information (community mapping) to ensure SAVTE provision is aligned with local priorities and partnerships.
* Raise SAVTE’s public profile to reach more members of the community and attract a greater diversity of participants. This may include networking, outreach, encouraging engagement through “word of mouth”, attending community events, producing publicity and providing social media input.
* Develop new relationships, engaging volunteers from under represented communities to engage in volunteering either through taster, introductory courses, shadowing.
* Develop and “formalise” partnership agreements with local community organisations to support collaborative working.
* Develop new projects, including identifying funding opportunities that contribute to SAVTE’s aims.
* Undertake risk assessments for all new activities that take into account safeguarding, lone working and environmental/health factors.
* Ongoing development work to build links with potential key partners which share the overall aims and values of SAVTE.

**Volunteer Support and Development**

* Support a “cohort” of volunteers to facilitate conversation or activity groups either in the community or online. (Some of these volunteers may be new to volunteering, others may be experienced professionals and others refugees and newly arrived in Sheffield).
* Together with the SAVTE team, manage volunteer recruitment processes including volunteer applications, informal interviews and reference / DBS checks.
* Contribute to the delivery of SAVTE volunteer training and development courses (modules) either during the day, evening or possibly over a weekend either face-to-face or via the internet.
* Assess volunteers’ development aspirations, if any, and agree an action plan with those volunteers who are looking for development outcomes as a result of volunteering.
* Develop and support volunteering opportunities that are appropriate for the volunteer -e.g. their skills, confidence, circumstances and aspirations.
* Together with the volunteer, review their action plans and support individual volunteers to access other activities and support such as employability, other training.
* Facilitate volunteer group development sessions which have been identified through volunteer action plans.
* Ensure that volunteers work within SAVTE’s policies and procedures.

**Learner Development**

* Work closely with the Learner Development team members to ensure that both SAVTE programmes work together ensuring both volunteer and learner progression within the context of the community.
* Work with the ESOL Resources Lead to develop resources that help support English learning in community activities.
* Support any participant who requires additional support with accessing activities via the internet.
* Deal with any issues that may arise during group activities, this may include safeguarding issues, inappropriate behaviour, GDPR or signposting (Information, Advice and Guidance).

**Information Advice and Guidance (IAG)**

* Maintain accurate local information on providers and sources of support and share this information with Link Workers. Update the wider SAVTE team on new developments and relevant opportunities.
* Identify progression opportunities across SAVTE programmes for volunteers.
* Provide IAG, support and track conversation group learners, particularly those learners who have previously been a 1:1 learner in terms of progress and outcomes.

**Reflection and Evaluation**

* Adopt a reflective approach to work and continuous improvement.
* Maintain records of the progress and outcome (impact) of volunteering and group activity to evidence impact. This may include Volunteer Action Plan, Group evaluations or feedback from training.
* Ensure that all learner and volunteer records are up-to-date on the database.

**Organisation - Operations and Development**

* As SAVTE evolves, contribute and undertake project development tasks as required.
* Contribute to the communication strategy to raise SAVTE’s profile in order to increase awareness of SAVTE volunteer applications and widen the reach of learner referrals, by attending community events, contributing to social media or producing publicity.
* Database and information management, use systems in accordance with SAVTE processes and procedures.
* Ensure all activities comply with SAVTE’s agreed policies and procedures including Safeguarding and Reporting Domestic Abuse, Health and Safety (including Lone Working, Equalities Diversity and Inclusion and GDPR.
* Undertake own administration as necessary.

**General**

* Participate in supervision appraisals, team and partnership meetings.
* Identify your own training needs within supervision and attend training courses and events as necessary.
* Ensure all activities comply with SAVTE’S policies and procedures - Health and Safety, Safeguarding, Equity Diversity and Inclusion.
* Undertake own administration as necessary.
* Undertaking any other duties as required consistent with the nature of the post.

**PERSON SPECIFICATION - Community Volunteer Development Worker**

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| **Qualifications and Experience** | Shortlisting  criteria | |
| a) Minimum 2 years working in a community development context.  b) Experience of developing activities in diverse, underrepresented communities, particularly with adult speakers of other languages.  c) Working with both voluntary and statutory sector partners to identify, develop and deliver community projects led by volunteers  d) working in an Adult Education and/or community setting - eg group facilitation, supporting speakers of other languages.  e) Working with and supporting volunteers from diverse and or underrepresented backgrounds.  f) Monitoring and evaluation, collecting and maintaining records, research and analysis and presenting findings. | **E**  **E**  **D**  **D**  **E**  **D** | |
| **Knowledge** |  | |
| a) Aspiration, skills and needs of people from under-represented communities including those whose first language is not English.  b) Person-centred development methods and resources informal group learning and volunteer development  c) Community Development and Participatory Approaches | **E**  **D**  **D** | |
| **Skills and Ability** |  | |
| a) Assess and plan development support for volunteers.  b) Project Planning - to deliver community projects, activities or events.  c) Provide informal Information, Advice and Guidance to encourage engagement with other community/learning activities and support engagement  d) Use a reflective approach to review work and adapt accordingly.  e) Use IT skills – e.g. MS Office, Google Suite and customer management systems  f) Devising and delivering training programmes and ongoing development workshops for volunteers  g) Facilitating reviews and supporting development opportunities for volunteers. | **E**  **E**  **E**  **E**  **E**  **E**  **E** | |
| **Personal Qualities** |  | |
| 1. Ability to work on own initiative, to organise, plan and prioritise own work programme, including when under pressure and meeting deadlines. 2. Good written, oral and interpersonal communication skills for working with learners (speakers of other languages), volunteers, organisations and the public. 3. Ability to work flexibly and enthusiastically within a team and self-motivated to work on own. 4. Knowledge of and commitment to Equity Diversity and Inclusion and Community Development values that SAVTE promote, including having a non-judgemental and positive attitude. 5. Commitment to maintaining security – in compliance with confidentiality, safeguarding and GDPR requirements. | **E**  **E**  **E**  **E**  **E** | |
| **Personal Circumstances** |  | |
| * Flexible to work occasional weekends and evenings (events, volunteer training, meetings) | **E** | |

June 2021

Key: E=Essential, D= Desirable