# THE CARERS’ SUPPORT CENTRE

# JOB DESCRIPTION

Job title: Bristol Parent Carers (BPC) Volunteer Co-ordinator

**Responsible to:** BPC Chair

**Hours:** 7 hours p/w flexible across the week term-time only. Fixed term contract **initially** for one year, all paid annual leave taken in the school holidays

**Salary:** £19,705 - £21,490 (pro rata)

## Place of work: BPC’s Office, Phoenix Social Enterprise,

## 5 Russell Town Avenue, Bristol BS5 9LT

**Aims of the post**

To support the work of BPC by undertaking the recruitment, training, supervision and support of their volunteers.

**Main tasks**

**To:**

* Develop, promote, and maintain a range of volunteer opportunities within the organisation, as agreed with the Chair of BPC
* Recruit, interview and place volunteers in suitable volunteer roles (new and existing)
* Co-ordinate and deliver induction/training programmes for volunteers
* Communicate with and support volunteers in their chosen roles
* Keep a calendar and accurate record of volunteers’ commitments and activities
* Establish, organise and conduct regular supervision of volunteers
* Review and develop volunteer policies, procedures, and standards of volunteer service
* Work with BPC’s Safeguarding Officer to ensure volunteers act in accordance with the safeguarding policy.

**General**

**To:**

* Undertake any other duties commensurate with the grading of the post, as agreed with your line manager.
* To represent and promote the work of Bristol Parent Carers.

**General information about the role**

**Time Commitment**

The spread of the hours across the week can be negotiated to form a flexible weekly working pattern that suits both parties.

**Support Provided**

Although you will work primarily on your own in the office, you will work alongside other Steering Group members from time to time. You will receive ongoing support from The Carers’ Support Centre and Supportive Parents.

Relevant induction and training will be offered as necessary.

**Key Players**

Bristol Parent Carers is the parent carer participation forum working in partnership with the local authority and health service to improve and develop services and choices for parent carers and their families.

The Carers Support Centre and Supportive Parents are two voluntary sector organisations that support the work of the participation forum, and provide services for parent carers.

The Carers’ Support Centre acts as the employer for BPC’s PAYE staff and will manage the contract and payroll services.

For more information about the organisations visit the websites below:

**Bristol Parent Carers**

[www.bristolparentcarers.org.uk](http://www.bristolparentcarers.org.uk)

**Carers’ Support Centre**

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

**Supportive Parents**

[www.supportiveparents.org.uk](http://www.supportiveparents.org.uk)

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**PERSON SPECIFICATION**

ESSENTIAL:

Experience/Knowledge

* Experience of working as a volunteer
* Experience of working in an empowering and empathetic way with people who need support
* At least two years’ experience of supporting and supervising volunteers
* Experience of delivering training sessions
* An understanding of some of the issues affecting parent carers of children/young people with disabilities, special educational needs, and life-limiting conditions (0-25 years of age).

Skills

* The use of IT to support a wide range of office based tasks including Microsoft Word and Gmail.
* Excellent communication and listening skills
* Excellent telephone manner and ability to deal sensitively with enquiries from carers, members of the public and external agencies.

Attributes

* Ability to work as part of a team or on own initiative
* Ability to build and sustain strong working relationships
* Commitment to equal opportunities in practice.

DESIRABLE:

* Experience of recruiting volunteers
* Experience of leading and developing services
* Experience of being a carer.