



Dear Applicant

Thank you for your interest in the Befriending Service Coordinator role with the Young Lives Foundation. I trust this pack will tell you everything you need to know in order to decide whether this might be the role for you.

This pack comprises the following:

- Background about the Young Lives Foundation (YLF)
- About this role
- Terms and conditions
- Application process

More than 30 members of staff and over 300 volunteers work for YLF and together we aim to make a difference to the lives of young people across Kent and Medway. If you are excited by the possibility of joining our team, then please apply.

If you would like to have an informal discussion about any aspects of the role or the information provided in this pack, then please contact Neil Vickery, Operations Manager, on 01622 693459 or via enquiries@ylf.org.uk. For further information about YLF please visit our website at www.ylf.org.uk

We look forward to receiving your application.

With best wishes



Stephen Gray

Chief Executive Officer

Our Vision is that every young person in need shall have access to the resources and opportunities needed for them to achieve their potential and lead fulfilled lives



The Young Lives Foundation Background

Our Foundation

YLF is an independent children's charity established in 2007. We are dedicated to delivering quality services that include mentoring, befriending, advocacy and positive activity programmes. Our services are tailored to ensure we achieve effective outcomes in the lives of vulnerable and disadvantaged children and young people across Kent and Medway.

Our Vision

Our vision is that every young person in need shall have access to the resources and opportunities needed for them to achieve their potential and lead fulfilled lives.

The Young Lives Foundation (YLF) works towards achieving this vision by supporting young people through times of difficulty and distress, enabling their voices to be heard and assisting young people to achieve their potential.

Our Support

YLF supports the following groups of people:

Looked after children / care leavers
Young offenders / those at risk of offending
Vulnerable adult's
Families in need of support

Children in need / on the edge of care
Young people disengaged in education
Unaccompanied asylum-seeking children
Children who have been adopted

YLF have over 300 volunteers committed to supporting our services and our young people.

34,000

Voluntary hours are given per annum

3,500

Vulnerable people supported each year

Our Values

At YLF, we believe that staff and volunteers should have:

Passion ...to be helpful, friendly, non-judgemental and understanding

Principles ...to be respectful, a good listener, and a good time-keeper

Integrity ...to be trustworthy, open minded, reliable and consistent

Innovation ...to be creative, a good team player and someone who thinks outside of the box

Job Description

Job Description

Service Coordinator – Befriending

Full time (35 hours p/w)

Responsible to

Operations Manager

Job Role

To coordinate the charity's Befriending Services ensuring their effective delivery in line with National Standards and meeting contractual obligations. The Service Coordinator will manage a team of volunteers evidencing positive outcomes for young people across the South East.

This is an important post requiring a genuine commitment to improving the lives of young people and families. The post-holder must be a positive role model for the young people and the whole family; a champion of their needs, interests and aspirations; and also a champion of the charity's values and an effective ambassador for the work and the organisation.

Relevant qualifications/training will be required and candidates will need to possess a variety of skills, experience and personal attributes.

Key Responsibilities

- To ensure the service is promoted to young people, carers, social workers, IRO's and other professionals and ensuring promotional resources and web content are current and updated, and that social media channels are utilised on a weekly basis to promote volunteering, to share good outcomes, and for volunteer inclusivity
- To ensure young people who are referred to the service are visited (or contacted if in lockdown) in order to ascertain their hopes, needs, and interests and to facilitate effective 'matches' with volunteers within 4 weeks of referral
- To agree SMART objectives with the Senior Befriending Coordinator to develop knowledge and to constantly seek to improve the service
- To assist in the production of reports including both quantitative and qualitative data on the performance and outcomes of the Independent Visitor Services in line with agreed performance indicators
- To ensure that arrangements are monitored and reviewed and to ensure that outcomes are appropriately measured using appropriate processes and Better Impact software

- To assist the Senior Befriending Coordinator where required in representing YLF at public events delivering talks and promoting the charity on local TV and radio
- Agreeing annual goals and delivering against an action plan increasing IV for children placed into Kent from other Local Authorities via spot purchase - publicising YLF's offer to LA's across the UK
- To assist in the management of the relationship between YLF and our commissioning partners, ensuring IRO's and social workers understand where we stand against project deliverables, and managing complaints and expectations accordingly
- To support YLF's volunteer recruitment strategies and campaigns in order to recruit sufficient volunteers to ensure capacity to meet demand and contractual obligations
- To ensure that volunteers are recruited in line with YLF's Safer Recruitment Policy in terms of interviewing, training and accrediting volunteers
- To deliver training and effective 'matching' of volunteers with young people and to provide on-going support
- To ensure the team of volunteers and staff know YLF's Safeguarding Procedures and operates accordingly
- To keep abreast of developments in policy, practice and legislation with regards to young people in, and leaving care
- To contribute, as required, to the design, content and administration of websites, social networks, the production of publications, IV risk assessments and handbook maintenance, and the arrangement of staff and volunteer events
- To implement and support a supervision and group supervision programme that ensures volunteers are supported, trained and networked into local district support groups

General Requirements

- To develop and maintain effective liaison with volunteer recruitment sources and with other professionals who can assist YLF in this regard
- To produce an annual and quarterly action plan, agreed with the Senior Befriending Coordinator
- To work within agreed quality frameworks and to agreed quality standards
- To take part in supervision and appraisal and to meet on other occasions, as required, with the Senior Befriending Coordinator
- To attend staff meetings as and when required
- To keep accurate records of any expenditure incurred and to ensure that such expenditure is within agreed limits and has been duly authorised
- To maintain such other records as may be required for the purposes of monitoring, evaluation and review; and to prepare periodic reports
- To provide cover or additional support for colleagues, as required
- To uphold the values and adhere to the policies and procedures of the Young Lives Foundation
- To undertake such other duties as may, from time to time, be reasonably required

Person Specification

Knowledge and Experience	Essential	Desirable
Working in the charity sector, and experience of managing volunteers		X
Knowledge of issues affecting children living in the care system such as inconsistent relationships with adults, contact with family members, and not having a voice in decisions being made about their lives	X	
Knowledge of the principles, purposes and practice of working with children in care, corporate parents, foster carers and social workers	X	
An understanding of the value of volunteering in the community	X	
An understanding of Safeguarding procedures	X	
Experience of working with young people growing up in care and care leavers		X
Recruiting and supervising staff/volunteers		X
Effective liaison with other professionals	X	
Skills		
Giving guidance and support to volunteers in their befriending roles – to recruit, train, supervise, motivate, reward and retain	X	
To promote YLF as an attractive and fulfilling volunteering opportunity	X	
Effectively manage relationships with professionals involved in the service	X	
To manage time and workload efficiently and effectively so as to meet targets and achieve objectives within agreed timescales and to required standards	X	
Ability to maintain accurate and up-to-date records and produce clear reports on a monthly/quarterly/annual basis	X	
To be able to communicate effectively, both orally and in writing, with a range of people using a variety of media	X	
A high standard of presentation and media skills, including public speaking at events and on local TV and radio		X
A high standard of IT skills, specifically in Microsoft Office		X
Personal Characteristics		
Good understanding of own feelings and life experiences and how these may affect relationships and reactions to situations	X	
Recognition of the importance of professional boundaries in terms of relationships, communication and conduct	X	
Commitment to the delivery of all objectives	X	
Approachable and non-judgmental	X	
A high level of integrity, reliability and to be trustworthy	X	
Energy and sense of humour with a willingness to engage in activities	X	
Enthusiastic and positive attitude	X	

Collaborative team player who will get involved in whatever needs to be done to achieve the charity's aims and objectives	X	
Flexible and responsive to change	X	
Other Requirements		
Commitment to, understanding of, and maintenance of the sensitive nature of our work and values in all communications	X	
Commitment to personal and professional development and to working to quality standards	X	
Ability to work outside of normal working hours whenever required	X	
The post is subject to an YLF Safer Recruitment Process and an Enhanced Disclosure through the Disclosure and Barring Service	X	

This job description does not form a binding contract and can be amended, as the needs of YLF and the post holder require. All amendments will be discussed with the post holder. The post involves travel within Mid Kent and beyond and the post-holder must therefore have use of a car for business purposes.

Terms and Conditions

- Role** Service Coordinator - Befriending
- Location** YLF Head Office, Maidstone
- Salary** Pay scale 22-26: £20,661 to £23,398
- Hours** 35 hours per week
- Probation** A period of 6 months
- Notice** During the probationary period, 1 week on either side
Following successful completion of the probationary period, one month on either side
- Holiday** 25 days plus Bank Holidays
- Benefits** Pension Contributory scheme (5 per cent employer contribution; minimum 3 per cent employee contribution, after 3 months)
Death in Service Benefit
Employment Assistance Programme
Generous Annual Leave Entitlement

These terms and conditions do not form a binding contract and may be changed from time to time as the needs of YLF and the post holder require. The job description set out above is intended for guidance only and is not exhaustive. This post is subject to YLF's Safer Recruitment Process, a satisfactory DBS check and a successful probationary period.

Application Process

Dates 9th April - Closing date

W/B 12th April - Interviews during this week

How to Apply Please complete and return an application form.

You can download an application form on apply online on our website:
<https://ylf.org.uk/recruitment>

Applications can then be submitted online or by:

Email | neil.vickery@ylf.org.uk

Post | 71 College Road, Maidstone, Kent ME15 6SX

Referees You will be asked to provide three references as part of the application form

Diversity YLF is explicitly and actively committed to inclusivity, equality, and reflecting the diversity of the communities served. Nobody involved in YLF's activities will be disadvantaged on the grounds of age, disability, gender, language, race, ethnic origin, sexual orientation, social class, religion, political views, marital status or health matters. The charity promotes equal opportunities for all, not only seeking to challenge all discrimination and encouraging tolerance but also appreciating the value of different cultures and lifestyles. YLF particularly encourage people to apply who are from sections of society that are currently underrepresented. This includes, but is not limited to, people with a disability, and individuals from ethnic minorities.

Thank you – we look forward to hearing from you