



*This project was approved by Government with support from the Dormant Accounts Fund*

## **KDYS Volunteer Support Officer Job Description**

<b>Location:</b>	KDYS Youth Centre
<b>Reports to:</b>	KDYS Senior Manager
<b>Works With</b>	All KDYS programmes and support services, Community Groups

The post holder is an exceptional individual who endeavours to make a difference in the lives of young people and their families by promoting a culture of integrity and compliance within KDYS, and by operating in line with our organisational mission, vision and values: Young Person Centred, Inclusive, Respectful, Non-judgemental, Fun, Empowering and Professional.

### **Job Summary**

Investment from the Dormant Accounts Disbursement Scheme, through Irish Youth Justice Service supports this role. The KDYS Volunteer Support Officer will:

- Train, co-ordinate and support adult volunteers who provide 1:1 mentoring support for vulnerable young people aged 10 to 21 years. These supportive trained volunteers work to promote improved outcomes for the young people they mentor.
- Train, support and develop our affiliated volunteers in community settings – Youth Clubs, Youth Cafes, etc.
- To develop and implement the KDYS Strategy for Volunteers across all levels of the organisation.

### **Key Duties & Areas of Responsibility will include:**

#### **Recruitment, Training and Supporting Volunteers**

- Co-ordination of the recruitment, screening, training, and administration of Volunteer Mentors in line with KDYS Volunteer Development Policy.
- Provide support system for Volunteer Mentors which will include the provision of high quality training, good match-ups, on-going supports, effective debriefing, and valuing.
- Development of progression routes for KDYS volunteers into mentoring opportunities in their local community which can include Youth Clubs, Youth Café Projects, and Youth Committees
- Develop activities & events that contribute to the recognition of volunteer mentors and community engagement.
- Organise and deliver KDYS Volunteer Training, including Child Protection Training to volunteers as required and in line with KDYS and/or national quality standards in this area.
- To undertake administrative duties relevant to the position, including maintenance of records, data collection and evaluation, providing reports as required.
- Ensure the volunteer experience is easy to access, meaningful to the volunteer and productive for KDYS through regular consultation with volunteers, review and evaluation processes.
- Involvement in the development and delivery of KDYS Events, maximising volunteer involvement.
- Actively participate in both internal and external networks, structures and events relevant to the post

### **Sustainability, Impact and Governance**

- Working in collaboration with existing services both within KDYS and within the broader community to maximise the availability of mentoring supports at community level and to increase awareness of the service.
- Implementation of a system of assessment and measurement to capture the impact of volunteer mentoring for young people.
- Development of appropriate training and support materials to capacity build volunteers to implement the system.
- Recording of data to support the development of the evidence base for the service in line with KDYS data gathering requirements and to support sustainability.
- Development of support materials and branding of the service to reflect the high quality of the programme in order to acknowledge & gain the support of the volunteer mentors, the wider community and that of funders, both private and public.

### **Development of robust systems and procedures**

- Meet the reporting & acknowledgements requirements of KDYS stakeholders and funders, in particular IYJS Dormant Accounts Fund.
- Develop robust referral processes.

### **Other**

- Actively participate in both internal and external networks, structures and events relevant to the post.
- Identify training needs through your supervision and participate in training opportunities appropriate to the role
- To prepare for and attend individual supervision on a regular basis.
- Ensure ongoing compliance with GDPR, organisational data protection policy and ethical practice in all aspects of the role.
- Support the KDYS planning and reporting processes.
- To undertake other duties as may be requested. This may include involvement in the organisations events, fundraising, research etc.

### **Special conditions**

- A relevant degree in youth work, community work, or other relevant discipline. Candidates with exceptional, relevant work experience may also be considered in lieu of degree qualifications
- Minimum 1 years relevant experience of Youth Work
- Experience recruitment and training of Volunteers
- Experience and understanding of Mentoring
- This post requires frequent evening and weekend work, at times when young people are available and/ out of school.
- Fluency in English, both written and verbal
- Full, clean drivers license, with access to a car

## **Contract**

- Fixed Term Contract for 12 Months  
*(It is indicated that funding is available to the end of December 2021 but may be discontinued within a shorter timeframe. Therefore, it must be understood that if the funding for the post is discontinued the post holder's contract may be terminated)*
- This contract is for 35 hours per week
- Salary €31,511 – €40,660 (4 point scale, dependant on experience) per annum
- The nature of this post requires the holder is flexible in working hours to cover the operational times of the service and the centre. This will involve frequent evening and weekend work, at times when volunteers and young people are available.
- This post will involve travel within Ireland. KDYS Travel Expenses will apply.
- Employment with KDYS is subject to a satisfactory response from the Garda Vetting Unit being received in relation to any candidate under consideration and satisfactory reference checks being received.
- This post is subject to a probationary period.

## **Skills, competencies & attributes**

### **Specialist Knowledge, Expertise & Self Development**

- Clearly understands the role, objectives and targets and how they fit into the work of the organisation.
- Practical working knowledge of youth work and/or working with volunteers
- Understanding of Mentoring
- Demonstrates knowledge of child protection & safeguarding policy and practice.
- Knowledge of issues and trends affecting young people in contemporary Ireland.
- Understands the boundaries of professional practice.
- Understands and shows commitment to the purpose of KDYS and to work within the values, policies and procedures of the organisation and in the context of current legislation and regulations.
- Reflects on and is committed to own development personally and professionally.

### **Programme development and delivery**

- Track record in designing, delivering and evaluating programmes for young people with varying diverse and cultural backgrounds.
- Experience in facilitation & evaluation
- Analytical skills with the capacity to absorb/organise new information to ensure continuing best practice.
- Demonstrates the ability to apply appropriate and relevant youth/community work approaches and methodologies.
- Understands the importance of health and safety within the workplace overall and with emphasis on the delivery of programmes and activities with young people.

### **Teamwork**

- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate.
- Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others.
- Contributes to the development of policies in own area and the wider organisation.

### **Administrative & Technical Skills**

- Experience in digital communication methods and platforms.
- Experience in Microsoft Office (Word, Excel, Access & Powerpoint etc).
- Experience of developing and maintaining accurate paper and electronic record systems, capable of information retrieval, analysis and dissemination as required.
- Knowledge of social media platforms commonly used by young people.

### **Delivery of Results**

- Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of challenging circumstances.
- Assumes responsibility for and delivers on agreed objectives / goals.
- Ensures all outputs are delivered to a high standard and in an efficient manner.
- Ability to achieve results through community networking and cross sectoral working as relevant to the role.

### **Interpersonal & Communication**

- Have excellent people skills and be able to communicate in a fluent, logical, clear and convincing manner verbally and in writing.
- Is able to listen effectively and develop an effective dialogue quickly.
- Is able to acknowledge and address conflict in an open, honest and non-judgemental manner.
- Ability to advocate for, motivate, recruit and engage young people.
- Works to establish mutual understanding to allow for collaborative working.

### **Drive & Commitment**

- Is self-motivated and shows a desire to continuously perform at a high level.
- Has the ability to think logically, use initiative and work with minimum supervision.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- Through leading by example, fosters high standards of ethics and integrity.