



Volunteer Support Worker Job Description

Works With:	KCYS Volunteers & wider staff team
Reports To:	KCYS Youth Work Development Manager
Location:	KCYS, Tralee

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 KCYS, and by operating in line with our organisational mission, vision and values: Young Person Centred, Rights Based, Empowering, Inclusive, Respectful, and Non-judgemental.

Job Summary

To support volunteer-led youth projects by providing guidance, training, and resources, facilitating volunteer recruitment and development, and ensuring compliance with KCYS policies and quality standards.

Key Duties & Areas of Responsibility will include:

- Support volunteers in all aspects of the development and delivery of quality young-person centred Youth Clubs/volunteer led projects with an emphasis on youth participation, including guidance and support in difficult situations and in implementing changes in line with service area progression plan with reference to evaluation findings and the input from young people and volunteers.
- Support existing Youth Clubs/volunteer led projects and support the opening up of new Youth Clubs/volunteer led projects in communities throughout the County.
- Organise and deliver KCYS Volunteer Training, including Child Protection Training to KCYS volunteers as required and in line with KCYS quality standards in this area.
- Support all KCYS Youth Clubs/volunteer led projects to meet the KCYS Criteria for Affiliation.
- Support the management and coordination of the volunteer recruitment, screening, vetting and training process in line with KCYS policies and procedures and ensure that standards in this area are complied with in terms of documentation, data collection and reporting.
- Assist in developing volunteer structures to support and sustain volunteer-led youth work provision.
- Ensure relevant local and national information and activities that may benefit clubs and their young people are disseminated effectively.
- 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 KCYS through regular consultation with volunteers, review and evaluation processes.
- Involvement in the development and delivery of annual KCYS Events, maximising volunteer involvement.
- Ensure that volunteers are aware of and implement KCYS policies which inform their practice.
- 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.

- Prepare for and attend individual supervision on a regular basis.
- Ensure ongoing compliance with organisational policies and practices, GDPR, Safeguarding, Health and Safety and ethical practice in all aspects of the role.
- Support the KCYS planning and reporting processes.
- Undertake other duties as may be requested. This may include involvement in the organisation's events, fundraising, research etc.

Special conditions/Essential Criteria

Qualifications and Experience

- A relevant qualification in youth work, community work, or other relevant discipline would be an advantage.
- Minimum 3 years relevant experience in the youth work and/or community sector.
- Experience in working with volunteers in a dynamic/engaging way using a variety of methodologies is desirable.
- Working knowledge of engaging and support volunteers.
- Fluency in English, both written and verbal.
- Full, clean driver's license, with access to own car & willingness to drive at night.
- Eligible to work in Ireland

Contract

- Fixed Term contract until 31st December 2025.
- This contract is for 35 hours per week.
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.
- Salary will be based on the KCYS Youth Worker scale: €29,940, €31,084, € 32,271, €33,504, €34,784, €36,112, €37,492, €38,924, €40,411, €41,955, €43,557
Starting point for these roles will be between points 3 – 6, commensurate with experience
- Employment with KCYS 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. If the successful applicant has resided outside Ireland for a period of 6 months or more over the age of 18, they must also furnish a Foreign Police Certificate (FPC) from the country or countries of residence. KCYS also reserves the right to request an FPC for a lesser period if it so requires.
- This post is subject to a 6-month probationary period.

Skills, competencies & attributes

- Evidence of experience and knowledge in youth/community work, including volunteer management and motivation.
- Clearly understands the role, objectives and targets and how they fit into the work of the department and the wider organisation.
- Experience in working with volunteers in a dynamic/engaging way using a variety of methodologies.
- Strong understanding of professional boundaries, safeguarding policies, and organisational values.
- Excellent communication skills (verbal and written), interpersonal skills, and conflict resolution skills.
- Ability to build rapport, influence others, and collaborate effectively.
- Proficient in IT (Microsoft Office Suite, communication technologies) and record-keeping (paper and electronic).
- Effective planning, prioritisation, project management, and resource allocation skills, including the ability to meet deadlines and adapt to changing circumstances.
- A self-motivated, flexible team player with a strong work ethic, capable of working independently and contributing to organisational development.
- Demonstrates ethical conduct and integrity.