



Recruitment Pack

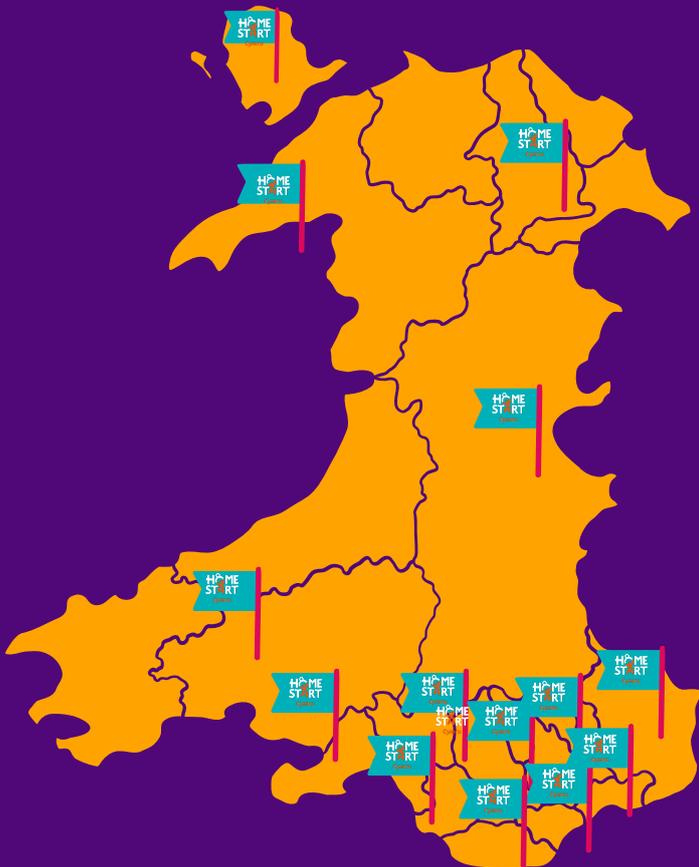
Information for Candidates

Thank you for your interest in the position of Director of Volunteering at Home-Start Cymru.

The Director of Volunteering at Home-Start Cymru will be a key member of the Senior Leadership Team, working collaboratively with the CEO and other SLT members to lead the organisation in delivering the strategy.

Key to this is growing and retaining our volunteers, so that we can reach and support more families when they need us most.

At Home-Start Cymru, we hold a vision anchored in the heart of every Welsh community: a future where all parents possess the confidence, skills, and support they need to nurture their children's potential from the earliest moments. We dedicate ourselves to supporting families emotionally, to building resilience, promoting healthy relationships, and empowering parents to secure a hopeful and strong foundation for their children's futures. At Home-Start Cymru, our staff and volunteers come together to provide flexible, compassionate, emotional, and confidential support. We tailor our support to be as unique as the people we serve across Wales.



About us

The earliest years of a child's life set the foundations for lifelong health and well-being. Home-Start Cymru believes that children need happy, healthy homes in order to thrive. Being a parent is not easy and we offer unique and life changing support, designed for and with families to make sure those early years count and that every child has a fair start. Our volunteer-led, home-visiting support is compassionate, confidential and tailored to each family's unique context. Our volunteers, drawn from the communities in which they support, understand how difficult parenting can be and make a vital difference not only to those families we support, but to strengthening the community around them. We are there for parents when they need us most, because childhood cannot wait.

Our vision is that every parent in Wales has the support they need to give their children the best start in life. As well as providing direct support to families we play a strong role in bringing the voice of parents and children to bear on national, regional and local decisions that affect them. We advocate for them at all levels to try and influence changes in the longer term.

Home-Start Cymru came into being in 2019 following the merger of a number of smaller Home-Starts but is built on the firm foundations of a long history of Home-Start support as the federation celebrates its 50th year. Families frequently experience multiple complex challenges which recently have been coupled by the cost of living crisis and poverty in Wales meaning the demand for our support has never been higher. As a young and bold charity, with an ambitious appetite to meet that demand delivering a full service to all families in need in communities across Wales. Within the current financial climate this presents further challenges and we require strong, agile and innovative leadership to navigate these turbulent times and realise our ambitions.

We believe there are three strands to achieving our ambitions:

- **Strengthening our core:** striving for excellence and continuous improvement in all that we do
- **Activating and sustaining our future:** in new ways we seek to be ready to unlock new opportunities
- **Being connected:** we seek to strengthen our connections, locally, regionally and nationally.





OUR VALUES

Home-Start Cymru has an incredible team of kind, compassionate, and dedicated people. Our staff and our volunteers are passionate about the difference we make and their unending commitment to changing lives is unique and precious asset to Home-Start Cymru.

Human connection is at the heart of our support for families, and as a values-led organisation we also place our people at the centre. Underpinning all of our actions lie the following core values:

- **Integrity**
- **Mutual Respect**
- **Psychological Safety**
- **Effective Communication**
- **Teamwork**
- **Equality, Diversity, Inclusion, Fairness**
- **Service Focused**
- **Accountability**

The Role

As Volunteer Director, you will play a crucial role in leading the development and implementation of the volunteer Strategy and operational plan.

You will be responsible for leading, prioritising and driving through change that will make the biggest impact to the attraction, recruitment, retention and engagement of volunteers.

You will work with colleagues in the volunteering team and across the organisation to deliver, so that together we can make a difference to families in Wales, when they need us most.

In addition to this you will build external partnerships that support the promotion and growth of volunteering at Home-Start Cymru.

The appointment is subject to an enhanced Child and Adult Workforce DBS disclosure check and 2 satisfactory references



Key Responsibilities

Strategy

- Lead and track the development and implementation of a volunteer strategy and operational plan with teams across the organisation. Ensure that they align with Home Start Cymru's mission and objectives.
- Prioritise efforts that will have greatest impact to recruitment, retention, satisfaction and engagement of volunteers, balancing business as usual with transformation work.
- Work with colleagues across the organisation to bring these plans to life, ensuring the growth of our volunteer base so that we can make a difference to more families across Wales.

Leadership

- Support the development of Home-Start Cymru's culture, providing welcoming, trusting and celebratory leadership as both a line manager and a Director.
- Lead with integrity and challenge, have the courage and confidence to challenge the business and its leaders to affect positive change
- Motivate and lead a high performing, united central volunteering team. Ensuring the team has the requisite strength, creativity, resources, expertise, and credibility to deliver against KPI's.
- Advocate for the resourcing and training needs of the organisation to deliver volunteer centric services to families.
- Deliver a Training and Development plan that is aligned to the needs of the service and our strategic aims.
- Attend SLT, Board and wider management meetings as required, ensuring effective communication across teams.
- Act in a Business Partner capacity to the Director of Operations on the local delivery relating to volunteers and retention of volunteers.

Safeguarding and Compliance

- Be responsible for the development and compliance of safeguarding policies and procedures to protect volunteers, beneficiaries, and staff.
- Ensure all volunteers undergo appropriate background checks and safeguarding training in line with Safeguarding best practice.
- Act as the designated safeguarding lead for Volunteering working closely with the Director of Operations to handle any concerns or incidents, ensuring they are reported and managed according to organizational policies.
- Keep up-to-date with legislation and best practices in safeguarding and ensure the organization's policies are in line with legal and ethical standards.

Partnership and Collaboration

- Maintain excellent internal and external relationships with key stakeholders
- Establish and lead ways of working with teams across the organisation to deliver on key volunteer objectives.
- Engage with volunteers at a national level to understand volunteer voice and inform decision making.
- Foster a culture of volunteerism within the organization, encouraging staff and stakeholders to support volunteer initiatives.

External Landscape and Influencing

- Represent Home-Start Cymru online and at conferences, seminars and relevant events where appropriate.
- Analyse and understand sector trends and needs, sharing with wider teams as required.

Good Governance

- Oversee management of volunteering data to enable accurate monitoring and reporting.
- Develop and maintain systems for tracking volunteer contributions, hours, and impact.
- Develop a reporting framework for volunteering; provide monthly SLT and quarterly Board reports that showcase key volunteer metrics.
- Ensure the necessary volunteer standards, systems, policies & practice are robust to successfully meet the criteria for the national Home-Start UK Quality Assurance standard.
- Use data and feedback to continuously improve the volunteer program

Delivery

Responsible for:

- The volunteer journey; from attraction, recruitment, training, reward, recognition and retention of our volunteers.
- Ensuring volunteers are satisfied and engaged throughout their experience with us.
- Leading volunteer change across the organisation.
- Transforming the volunteer journey, specifically the digital transformation.
- Diversification of our volunteer offer, so that there are a range of opportunities to support parents.
- Review, update and streamline policies so that they are volunteer centric and fit for purpose.
- Supporting Safeguarding Leads and Director of Operations with advice and guidance

Skills And Knowledge

Skills and Knowledge	Essential	Desirable
Demonstrable people management and development experience, including successfully leading teams through change	✓	
A commitment to the modelling the behaviours which exemplify the values of the organisation	✓	
Experience of developing person-centred policies, practices and innovative service strategies that contribute to the delivery of organisational goals, vision and values	✓	
Experience of developing digital engagement strategies and service solutions	✓	
A strategic thinker, able to improve outcomes and ways of working in an organisation	✓	
Able to develop organisational systems to promote collaboration, embed a positive organisational culture and enact diversity and inclusion across an organisation	✓	
Thorough understanding of database systems, data structures and data manipulation for digital transformation purposes, along with a strong understanding of how digital transformation can affect working processes, practices and culture.	✓	
Demonstrable experience and knowledge of working within safeguarding procedures.	✓	
A passion for quality and driving quality assurance through line management structure	✓	

Skills and Knowledge	Essential	Desirable
Effective decision-making skills, able to develop creative solutions and integrated developments that overcome challenges and improve organisational performance	✓	
Knowledge of current legislation and policies relating to children and families	✓	
Knowledge of child development, family support and associated theories		✓
A self-starter with an adaptable and flexible approach, including responding positively to change, communicating change and able to work under pressure and at pace.	✓	
Able to communicate, negotiate and influence at all levels, including the preparation of reports and statistical information for performance monitoring and evaluation	✓	
Strong project and financial management skills	✓	
Good oral and written bilingual (Welsh/English) communication skills		✓

Education and Qualifications

Education and Qualifications	Essential	Desirable
Educated to degree level, or equivalent, in relevant subject	✓	
A formal leadership/management qualification		✓
Experience		
Demonstrable experience at a senior leadership level within a complex service delivery organisation with experience of establishing and running high quality services across a wide geographical area in line with Safeguarding and Safer Recruitment Guidelines and Practices.	✓	
Other		
Demonstrable commitment to the values and principles of the UNCRC and a determination to promote its implementation	✓	
Excellent interpersonal skills, a natural collaborator, networker, and relationship-builder who establishes rapport and trust quickly and is able to inspire and persuade others	✓	
Demonstrable understanding and commitment to equality and diversity, health and safety and safeguarding.	✓	
Experience of leading cross-organisational business planning processes	✓	
Proven track record in implementing organisational change and a good understanding of the importance of data and analysis to drive continuous improvement.	✓	
A flexible approach to work, with the willingness to work some evenings or weekends and occasional residential training	✓	

Key Details

- **Reports to:** CEO
- **Responsible for:** Volunteer Team
- **Contract Term:** 1 Year with potential to go permanent
- **Hours of work:** 15 - 25 hours/week
- **Salary: Band 5 (£41,913- £54,487) Pro-Rata**
- **Location:** Homebased ,with a flexibility to travel throughout Wales and occasionally beyond when required
- **Pension:** Auto enrolled at 3% employee & 5% employer contributions. Employees can opt to increase contributions at any point (no maximum contribution amount).
- **Annual leave:** 29 days plus statutory bank holidays
- **Additional benefits:** a range of additional benefits are available, including: access to an employee assistance helpline; flexible working arrangements; access to training courses and other learning and development opportunities.

How To Apply

Please forward an application in writing comprising your latest CV, a supporting statement of (no more than three A4 pages), and an equalities form.

Your responses will be kept confidential, and the information you provide on the equal form will be separated from your application and will not form part of any assessment by the panel.

Deadline for applications: 11/09/2024

Provisional Interview date: 17/09/2024

Applications should be submitted via email to recruitment@homestartcymru.org.uk.

The information provided by unsuccessful applicants will be securely retained for a period of one year and then confidentially destroyed.

Please note that we may extend the recruitment period if we do not receive an adequate number of qualified candidates for the position.



Get in touch

If you have any questions or would like an informal conversation about the role with our CEO Jayne Drummond please contact us via:

✉ recruitment:@homestartcymru.org.uk

➔ www.homestartcymru.org.uk