



# Volunteer Development Manager

## Job Description

This post will focus on the recruitment, induction, support and development of Hot Chocolate's large, diverse and vibrant volunteer team. This important role will therefore grow the capacity of the organisation to undertake a greater quantity and quality of face-to-face youth work, in keeping with Hot Chocolate's creative and person-centred approaches. There will be a particular focus with this role to help develop Hot Chocolate's trauma-informed practice across the volunteer team.

### **Recruitment & induction of volunteers**

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- To manage the recruitment and induction of new volunteers, in line with best practice and PVG scheme guidance.
- To ensure that all volunteers understand and work within Hot Chocolate policies and procedures, as outlined in the Team Handbook.

### **Performance management of volunteers**

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- To ensure that volunteers are adequately supported in the development of their youth work practice, as well as their relevant holistic needs
- To develop (alongside the Senior Youth Worker) a formal programme of in-house youth work training (with a particular emphasis on Attachment Theory and Trauma Informed Practice)
- To develop informal learning opportunities for volunteers
- To develop suitable exit processes for volunteers who move on from Hot Chocolate
- To manage volunteer poor performance/disciplinary issues as relevant
- To manage student placement and internship opportunities and directly supervise them as appropriate
- To develop the regularity and effectiveness of open session leaders forums

### **Systems**

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- To manage youth work team rotas including: open sessions, residentials, cooks, minibus drivers and discrete youth work projects
- To manage open session leader rotas
- To manage volunteer induction and paperwork systems including PVG and references for volunteers
- To review and develop effective communication systems with volunteers

### **Policies & strategy**

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- To regularly review the Hot Chocolate Team Handbook, through consultation with staff and volunteers
- To ensure the Volunteer Policy is kept up to date and implemented
- To develop ongoing research, monitoring and evaluation systems with volunteers
- To network and partner with relevant volunteer development organisations
- To contribute to Hot Chocolate's Youth Work Management and At Risk teams on a regular basis
- To submit quarterly goals and reports to the Hot Chocolate board; and funders as required

### **Youth work**

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- 2 open sessions per week, on a rotational basis (leading no more than 3 per month)
- Individual support, groups and bespoke projects as required
- Residential weekends as required
- Holiday programmes: to co-lead theme-based Summer, Easter, and October programmes with additional open sessions, with emphasis on recruiting, coordinating and supporting programme teams (both volunteers and staff).

### **Other**

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- To contribute to the planning and delivery of 2 team residentials each year.
- To assist in general duties as required



# Volunteer Development Manager

## Person Specification

Professional Qualification/Experience	Essential	Desirable
Degree level qualification in Youth Work/Community Learning & Development or equivalent training. (We will expect you to demonstrate the equivalence of your training and practice for this role in your application.)	✓	
Ongoing professional accreditation (e.g. CeVe or CLD Standards Council)		✓

Job Experience	Essential	Desirable
Experience of working with socially marginalised young people	✓	
Experience of providing holistic, collaborative one-to-one support with young people	✓	
Experience of supporting young people with complex or care and protection needs	✓	
Experience of planning and leading group work with young people	✓	
Experience of monitoring and evaluation	✓	
Experience of supervising and supporting volunteers		✓
Experience in delivering training		✓

Knowledge	Essential	Desirable
Out of this experience you will show knowledge of		
Young people’s experiences, including the barriers or risks they face and the aspirations they carry	✓	
Creative approaches which meet these opportunities and challenges	✓	
The policy and legislative context such as GIRFEC and the Children and Young People (Scotland) Act		✓

Skills	Essential	Desirable
Excellent interpersonal and communication skills	✓	
Excellent organizational, planning and self-management skills	✓	
Ability to handle confidential information appropriately	✓	
Good ICT knowledge and skills	✓	
Good report writing skills		✓

Qualities/attributes	Essential	Desirable
Commitment to good practice and policy in youth work e.g. child protection, health and safety etc	✓	
Enhanced disclosure through membership of the PVG Scheme	✓	
A perspective of personal continuous learning, and ability to continually reflect on practice	✓	
Ability to work unsupervised and with initiative, enthusiasm, and adaptability	✓	
Commitment to supportive, collaborative team working	✓	
A passion for the values and approaches of Hot Chocolate Trust	✓	
A sympathy with the Christian ethos and approach of Hot Chocolate Trust	✓	

### **Remuneration and terms:**

The post is full-time (37.5 hours per week) and the contract will be for a fixed term for three years. There may be renewal subject to available funding. The salary will be in the range £24,630 – 27,891 according to experience and qualifications.

Hot Chocolate Trust is subject to pensions automatic enrolment legislation and pays pension contributions of 10% of salary while employees pay 3.75% of salary which is subject to tax relief.

The post will be offered subject to enhanced disclosure through the Protecting Vulnerable Groups (PVG) scheme.

Your pattern of hours will be negotiable but will include two of our three weekly Open Sessions (Tuesday 7-9pm, Wednesday 7-9pm and Saturday 2-5pm).