

# CAUDWELL YOUTH

## Recruitment Pack

# WELCOME

Thank you for your interest and for considering applying for a role at Caudwell Youth.

Caudwell Youth provides support that changes the lives of at-risk young people aged 11-24 years through mentoring by trained volunteers for up to 2 years.

Founded in 2022, in partnership with John Caudwell, we are determined the needs of at-risk young people are properly addressed.

As an organisation supporting young people with care experience, with mental health and those at risk of criminal exploitation and offending, we are keen to receive applications from those with lived experience and we will guarantee an interview.

We actively seek to bring diverse perspectives and experience, and especially welcome applications from disabled people and those from Black, Asian, Minority Ethnic backgrounds and LGBTQ+.



## OUR VALUES



### Empowering

Feedback empathetically, always acting with understanding, support and value.

### Optimistic and realistic



Look to the future yet prioritise the present.



### Intentionally inclusive

Foster an open culture.

### Delivering with integrity



Always uphold honesty, act with our morals and ensure we are dependable.



# JOB DESCRIPTION

**Job Title:** Volunteer Administrator  
**Responsible To:** Volunteer Manager  
**Responsible For:** Volunteer administration and coordination  
**Location:** Working from home, however would need to live in Buckinghamshire / Hertfordshire to support at volunteering events  
**Working Hours:** Full Time  
**Salary:** £23,625



## Purpose of role

To support the Volunteer Manager in driving the Charity's development, growth and sustainability in ways that are relevant and in line with operational services and charitable objectives.

To help ensure the Charity achieves its aims and objectives and fulfils its operational plan effectively by supporting the administration and record management for our growing number of volunteers.

To support volunteers across all areas of the charity and optimise their contribution to the work of the charity and the young people we help.

# WHAT WILL YOU DO

## Key Responsibilities

- Supported by the Volunteer Manager, undertake volunteer admin including but not limited to:
  - reference checking
  - DBS clearances
  - responding to Expressions of Interest
  - posting volunteer opportunities on external websites
  - using social media to help recruit volunteers
  - sending and receiving applications and checking relevant volunteer documents
  - support Volunteer Manager with mentor training
- Maintain our CRM/data input with accurate volunteer mentor details.
- Be creative in retaining and celebrating volunteer mentors.
- Other general office administration as required.
- Endeavour to promote Caudwell Youth's values in all that you do.
- Be an ambassador for Caudwell Youth.

## Core Functions

- Coordinate and support an efficient and streamlined onboarding for all new volunteer mentors.
- Ensure a quality engagement with all volunteer mentors including the volunteer mentor journey and experience.
- Liaise with the Operations and wider team around any volunteer mentor administrative queries.
- Be a point of call for all new volunteer mentors to the Charity.

## Partnership and Liaison

- Work closely with the wider team to promote good communication and shared focus around volunteer matters.
- Network locally to recruit suitable volunteers, including community volunteer events.
- Support Youth Support Coordinators with their local volunteer recruitment.
- Ensure effective, relevant and appropriate communication at all times using all communication streams in use by the Charity.
- Represent the Charity professionally and appropriately to other organisations.

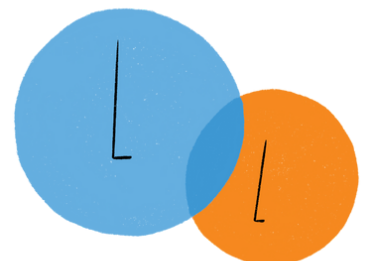
# WHAT WILL YOU DO

## Team Ethos

- Work effectively as a team, supporting other team members and be willing to receive support whilst fulfilling your own responsibilities and tasks.
- Express and promote equal opportunities and encourage inclusion and involvement.
- Ensure good communications and relationships within the team at all times.
- Attend team meetings, personal work reviews and task group meetings proactively and as a contributor.

## General

- Act in a professional way at all times.
- Undertake and identify training as required and take a positive approach to personal development.
- Fulfil the duties and responsibilities of an employee as regards Health and Safety at Work, including own safety and self-management.
- Undertake any other reasonable tasks deemed necessary.



# OUR TEAM



We don't have a CEO by design, but instead have 4 co-leads. Each Director takes leadership for specific operational areas and takes joint key decisions. All attend board meetings.

The Senior Leadership Team report into the Board of Trustees. This is currently 10 trustees.

We are a new charity with 15 employees, initially working across Hertfordshire, Buckinghamshire, Luton and Milton Keynes. Our aim is to grow into a national charity with an annual growth plan.

## WHY WORK FOR US?

We are an experienced team that are dedicated to improving the lives of the young people we support.

### Benefits:

- Flexible Working
- Hybrid – working from home and in the community
- WPA Healthcare (including Employee Assistance Programme and extended counselling sessions)
- Group Personal Pension with a 5% employer contribution and Salary Sacrifice Scheme
- 25 days annual leave (FTE) plus bank holidays, plus charity closure between Christmas and New Year
- Extra paid day off on your birthday
- Paid day off for volunteering in your community
- Training opportunities to support your personal development
- Employee discounts on everyday goods and services
- Being part of a passionate and dedicated team

Caudwell Youth is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment. As part of this commitment, we undertake disclosure checks in accordance with the Codes of Practice for all. Having a criminal record will not automatically exclude applicants.

# PERSON SPECIFICATION

No candidate will meet every single desired qualification. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.



## Essential Criteria

### Skills and knowledge

- Excellent organisation, planning and communication skills
- Strong people skills: demonstrates empathy, leads by example, and contributes to building a desirable team culture
- Committed to equality and diversity
- A positive attitude with a proactive and flexible approach to work
- A good understanding of GDPR
- Must hold a full driving licence

### Experience:

- Experience of working in a similar administration based role
- Experience or knowledge of other volunteer led organisations
- Experience of working to agreed delivery targets and monitoring outcomes
- Experience of managing and completing priorities to deadlines
- Experience of networking with partner organisations

## Desirable Criteria

- Experience of recruitment and onboarding of volunteers
- Experience of liaising and relationship building with local networks
- Experience of delivering training
- Awareness of other local charities
- Understanding of young people at-risk
- Use of software such as Office 365, Better Impact and Mayflower

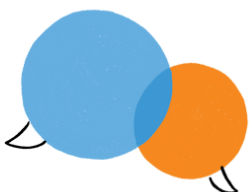


# HOW TO APPLY

Our recruitment process is deliberately robust

We want to make sure you have all the information you need to be confident in your application for the post.

Stage	Information	Date / Deadline
Find out more	Contact Tracie Mills, HR Manager, with any questions you may have about the role on 01908 973676 or by email: <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a>	By Thursday 7th September 2023
Information webinar	Your opportunity to find out more about Caudwell Youth, the role and meet the Volunteer Manager and HR Manager.  Email <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a> to book your place.	Wednesday 6th September 2023, 6.30pm
Apply	Complete the application form (via our website) and email to Tracie Mills at <a href="mailto:info@caudwellyouth.org">info@caudwellyouth.org</a>	By Monday 11th September 2023
Shortlisting	The HR Manager and Volunteer Manager will review applications and shortlist those selected for interview. All applicants will be notified as to whether they are successful or not.	Tuesday 12th September 2023
First Stage Interviews	First stage interviews will take place virtually via Microsoft Teams. The interview will consist of interview style questions.	w/c Monday 18th September 2023
Second Stage Interviews (if required)	If required, second stage interviews will take place in person, location to be confirmed.	w/c Monday 25th September 2023





# HOW WE WORK

Each Youth Support Coordinator is dedicated to supporting up to 25 young people and 30 volunteers.

Young people may have more than one volunteer mentor.

They work collaboratively to guide and encourage young people from referral along a journey of empowerment of up to two years.

Mentors and young people typically meet weekly, but talk / message more regularly, especially when they are anxious or need additional support.

Staff and mentors organise and connect young people to a range of activities and resources. We have built strong partnerships, offering opportunities to the young people we support, allowing them to learn to cope and manage with everyday life, build their confidence, and develop the skills to re-engage with education, obtain work experience, employment and greater independence, thereby moving them away from risks associated with negative relationships or behaviour.

Support is person-centred using a range of tools dependent on their needs.

## These include:

- 1:1 mentoring;
- Helping with education, especially access to functional skills learning;
- Helping with applications for jobs, training, benefits, IDs, residency;
- Signposting to other services such as food banks;
- Opportunities that build resilience and result in positive use of time;
- Activities that build positive social connections.



## IMPACTS

- Increased confidence and sense of self-worth;
- Improved well-being, relationships, social skills and communication;
- Improved life skills such as financial management, cooking and hygiene;
- Increased meaningful use of time;
- Increased resilience.



## OUTCOMES

- Reduced offending behaviour;
- Lowered risk of exploitation;
- Reduced alcohol and drug use;
- Improved mental health;
- Significant movement from Not in Employment, Education or Training (NEET) to in Employment, Education or Training (EET).

# OUR STRENGTHS

We have a breadth of knowledge and experience working with young people, in particular, the needs outlined below although we work with a wide range of needs.

All our young people are experiencing at least one of these needs, however most experience multiple needs which compounds the level of risk they face.

## At Risk of / Involved in Offending Behaviour

Some of our young people will have had involvement with the criminal justice system and be looking to move away from the revolving door of crime.

We offer non-judgemental support and opportunities to engage in positive activities away from potentially detrimental or negative influences.

## Care Experienced

Care experienced young people are at the most risk due to their experiences such as 41% of care leavers aged 19- 21 years are not in education, employment, or training (NEET), compared to 12% of all 19- to 21-year-olds.

We work with care experienced young people to build confidence and resilience, widen opportunities and support with life beyond care.

## At Risk of / Experiencing Exploitation

At risk young people are at particular risk of criminal, sexual, emotional and financial exploitation. The most common presenting need we support relates to county lines.

By showing positive alternatives such as routes into work and education, positive social networks and building resilience and confidence, we empower our young people with the tools to thrive as they move into adulthood.

## Mental Health

There has been a significant rise in mental health challenges for young people in recent years. Almost two in three children and young people with a diagnosable mental health condition do NOT get access to NHS care and treatment.

We are there to provide community support for those needing our services where NHS care and treatment is inaccessible due to long waiting times or not meeting required thresholds.

## Volunteer Mentoring

Many of our young people are overwhelmed by the number of professionals involved in their life. Volunteer mentors are a voice of reason there by choice not professional caseload.

Volunteer mentors work with Caudwell Youth as a means of using their diverse skills and experience to have a positive impact on their local community.