

9<sup>th</sup> May 2024

Dear Applicant

**RE: Position of Mentoring and Advocacy Practitioner**

Thank you for your interest in the above post. Please find enclosed:

1. This Application Letter
2. Guidance Notes
3. How to Apply
4. Job Description
5. Person Specification
6. VCS Background Information
7. Protection of Children and Vulnerable Adults Information

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **Friday 17<sup>th</sup> May 2024**. Interviews for the shortlisted candidates will be held from 2nd April 2024. If you have not heard from us by 20<sup>th</sup> May 2024, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement.

Yours faithfully,

**Anita Maullin**  
**Chief Executive**

## **2. GUIDANCE NOTES**

***Please read these guidance notes before submitting your application.***

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

### **Job Description**

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

### **Person Specification**

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.

### **3. HOW TO APPLY**

Your application should comprise:

- **A mandatory supporting statement of no more than 600 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement as per the Person Specification e.g. points 1-12. Relate your skills, knowledge and experience to the criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications, we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A short covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

#### **NB:**

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

**Applications should be emailed to Anita Maullin at [anitamaullin@vcsutton.org.uk](mailto:anitamaullin@vcsutton.org.uk) ,**  
Volunteer Centre Sutton, Market House, 216-220 High Street, Sutton, SM11NU

**THE DEADLINE FOR APPLICATIONS is midnight Friday 17<sup>th</sup> May 2024**

#### 4. JOB DESCRIPTION

<b>Job Title</b>	<b>Mentoring and Advocacy Practitioner</b>	<b>Location</b>	216-220 High Street Sutton SM11NU
<b>Salary</b>	£28,226 pro-rata (inc. Outer London Weighting) + pension contribution	<b>Hours</b>	30 hours per week 12-month contract
<b>Reports to</b>	MAPS Manager		
<b>Responsible for</b>	Implementing and co-ordinating a 1:1 mentoring project in Sutton Implementing and delivering children's advocacy in Sutton		
<b>Main Purpose and Scope of the Job</b>	To recruit and support a team of volunteer mentors, matching them with vulnerable children & young people To deliver Advocacy for children and young people in the care of the Local Authority and those involved in the Child Protection process		

<b>Main Duties and responsibilities</b>	<b>The main duties of the post are:</b>
	<b>Promotion, Development and Campaigning</b>
1.	<ul style="list-style-type: none"> <li>• Develop and maintain good working relationships with key players in voluntary and statutory sectors and agencies working with young people from the target client group.</li> <li>• Develop the concept of volunteers as mentors and advocates for young people in the community.</li> <li>• Engage with children and families, supporting them to access the service.</li> <li>• Supporting young people to maximise their experience of Mentoring and Advocacy.</li> <li>• Develop and maintain service policies and good practice procedures as appropriate, provide information on good practice with volunteers to social workers and other statutory professionals working with young people.</li> <li>• Develop and maintain an information resource to support the project.</li> </ul>
2.	<p><b>Liaison with Schools, Statutory, Voluntary Agencies or Services</b></p> <ul style="list-style-type: none"> <li>• Liaise with key staff in Borough Children's Service teams, Schools and appropriate Agencies internally and externally.</li> <li>• Liaise with other appropriate personnel and partners working with young people at risk.</li> </ul>
3.	<p><b>Mentoring Training, Support and Supervision</b></p> <ul style="list-style-type: none"> <li>• Work with the Mentoring Manager to continue developing and delivering appropriate mentor training, including interviewing and recruiting new volunteers.</li> <li>• Work in partnership with key staff to facilitate the matching of mentors with young people.</li> <li>• Provide 1:1 support and supervision for the mentors.</li> <li>• Co-ordinate group support sessions where and when appropriate.</li> </ul>
4	<b>Advocacy Implementation and Delivery</b>

	<ul style="list-style-type: none"> <li>• Work with the Advocacy Lead to implement and continue developing Advocacy administration processes</li> <li>• Work with the Advocacy Lead to continue developing and delivering appropriate advocate training, including interviewing and recruiting new volunteers.</li> <li>• Deliver Advocacy for children and young people in the care of the Local Authority and those involved with the Child Protection process</li> </ul>
5.	<p><b>Legislation</b></p> <ul style="list-style-type: none"> <li>• Be aware of current legislation and guidance relating to working with young people.</li> <li>• Be aware of current legislation relating to Health &amp; Safety, especially in “on site” situations and ensure all necessary requirements are addressed.</li> <li>• Be aware of VCS’s Child Safeguarding Policy and Procedures and, where appropriate, be responsible for its implementation in all aspects of your work.</li> </ul>
6.	<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Follow VCS policies and procedures with regards to any safeguarding issues relating to MAPS service users and be responsible for taking appropriate action to respond to these issues.</li> </ul>
<b>Other duties of the post are to:</b>	
7.	<p><b>Vision and Mission</b></p> <ul style="list-style-type: none"> <li>• Embrace the spirit of VCS’ Vision to ‘Build a Better life through Volunteering’</li> <li>• Support the delivery of our mission ‘To harness the power of volunteering to empower individuals, strengthen communities and create positive change’.</li> <li>• Be responsible for the development and constant updating of your own personal work plan, linked to Volunteer Centre Sutton’s delivery plan, in agreement with your line manager</li> </ul>
8.	<p><b>Administration, Monitoring and Evaluation</b></p> <ul style="list-style-type: none"> <li>• Be responsible for the timeliness of updating all administration and all records relating to your role.</li> <li>• Ensure the accurate recording of all activity undertaken.</li> <li>• Collect, collate and interpret relevant statistical information and qualitative and quantitative monitoring to meet the requirements of the funder and to develop the service.</li> <li>• Evaluate the service/project against pre-set targets and quality standards.</li> <li>• Maintain Best Practice and the Approved Provider Standards.</li> </ul>
9.	<p><b>Staff Training &amp; Meetings</b></p> <ul style="list-style-type: none"> <li>• Attend appropriate training and staff meetings as required.</li> <li>• Be personal responsible for all personal professional development</li> </ul>
10.	<p><b>Supervision &amp; Appraisal</b></p> <ul style="list-style-type: none"> <li>• Keep the Line Manager updated on all aspects of the job description through supervision and appraisal.</li> </ul>

	<ul style="list-style-type: none"> <li>Positively engage in all supervision and appraisal meetings for the benefit of all Volunteer Centre Sutton's activities and events.</li> </ul>
11.	<p><b>Teamwork &amp; Events</b></p> <ul style="list-style-type: none"> <li>Work as part of the Volunteer Centre Sutton's team, positively contributing to Volunteer Centre Sutton life.</li> <li>Support key VCS Events including Volunteers week, Trustees week and VCS' Annual events as required.</li> </ul>
12.	<p><b>Equality &amp; Diversity</b></p> <ul style="list-style-type: none"> <li>Work within VCS's Equality &amp; Diversity Policy at all times, promoting anti-discriminatory practice within the context of the project.</li> </ul>
13.	<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>Undertake other such duties within the competence of the post holder which may be reasonably required from time to time.</li> </ul>

*Please Note: Duties outlined in this Job Description may be reviewed and amended from time to time.*

## **5. PERSON SPECIFICATION**

Criteria	Essential	Desirable	Tested
Experience	Proficient with using MS packages including Word, Excel, Outlook, as well as with databases		Application
	Proven track record in working with young people	Youth Work Qualification or aligned degree	Application/ Interview
	Ability to coordinate and support volunteers		Application/ Interview
	Experience of working within robust policies and procedures		Application/ Interview
	Knowledge of training packages	Experience of delivering training in various formats	Application/ Interview
	Understanding of the purpose and value of Advocacy	Experience of Advocating for others	Application/ Interview
Skills and Personal Attributes	Ability and enthusiasm for working independently		Application Interview
	Good data management skills and a high attention to detail, required to collate, analyse and disseminate information		Application
	Interest in the issues and challenges facing vulnerable young people and the Voluntary sector in the UK	Experience of safeguarding policies and procedures	Interview

	Good team player	Management experience of teams	
	Knowledge and understanding of boundaries of strict Confidentiality in a community-based setting		
		Knowledge of Ukraine culture and language	Application
Other job related requirements	Ability to work flexibly and potentially out of hours		Application

## **6. BACKGROUND INFORMATION**

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 Market House, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: [vc Sutton@vcsutton.org.uk](mailto:vc Sutton@vcsutton.org.uk)

### **Legal Status**

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity; No. 1048978 as a Charity Incorporated Organisation. CEO19319.

### **Volunteer Centre Activities**

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 1500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

- 1) **Brokerage** – Supporting community support. A signposting and matching service for volunteers and volunteer community organisations (VCOs). We offer information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.
- 2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's to be 'Experts in Volunteering' and ensure practices in relation to volunteering are completed within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.
- 3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.

4) **Policy Response and Campaigning** - We are the voice of volunteers locally, we respond to issues that are affecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

5) **Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO).

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Sutton Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Integrated Sutton** supports residents who have arrived from Hong Kong, to understand our community, opportunities and obtain support through Volunteer buddies and our welcome programme.
- **Ukraine and Afghanistan refugees** are supported with wellness programmes, activities and education support to ensure local refugees obtain the help to establish themselves within Sutton and be part of the community.
- **Together For Sutton benefit support.** As part of our community support projects, we also offer volunteer assistance with residents who need help with benefit form filling. This help provides guidance on the various government benefits and practical help to complete them.

### **Partners and Networks**

VCS networks with a wide range of voluntary, statutory and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Community Action Sutton (CAS) and the Sutton Together Consortium and with the London Borough of Sutton as part of the local Compact steering group. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and GLV (Greater London Volunteering).

## **7. PROTECTION OF CHILDREN AND SAFEGUARDING VULNERABLE ADULTS**

The job for which you are applying involves substantial opportunity for access to vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act 1974. You are therefore required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as "spent" under this Act, and any cautions or bind-overs. Please provide details in a sealed envelope when you submit your application, including approximate date, the offence and the court or police force which dealt with the offence. This envelope will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post. Information for candidates who are not shortlisted for the post will be destroyed without being opened. The information you give will be treated in confidence and will only be taken into account in relation to an application where the exemption applies.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the selection panel considers that the conviction renders you unsuitable for appointment. In making this decision the panel will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to the Volunteer Centre Sutton's Equality & Diversity policy.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light. Volunteer Centre Sutton is also entitled, under arrangements introduced for the protection of children and vulnerable adults, to check with the Disclosure and Barring Service (DBS) for the existence and content of any criminal record of the successful applicant.

A DBS check will not be made without your consent, although you should be aware that refusal to give your consent to a DBS check could result in an offer of appointment being withdrawn.