

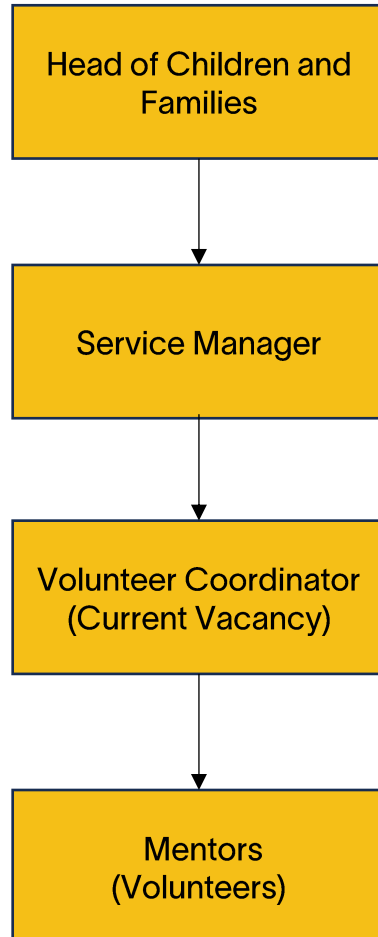
Right There

Job Pack
Volunteer Coordinator
(June 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Volunteer Coordinator – Mentoring for Young People



Responsibility for co-ordination and oversight of the effective delivery of a community-based mentoring model for young people between 16-26 in the Inverness area, living in our Supported Accommodation.

The post holder will primarily support young people across our Right There programmes, assisting the Service Manager with the ongoing promotion and development and delivery of this new Mentoring model, ensuring continued evaluation and improvement measures are in place to deliver a high-quality mentoring service to the people we support.

The post holder will hold responsibility for the recruitment, training and day to day supervision of volunteer mentors, ensuring the ongoing support of mentor and mentee matches. The post holder must also be adept to building excellent relationships with staff teams and other agencies involved in the person we support's care plan.

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Main Role Responsibilities

- Volunteer Management including recruitment, training and regular support and reflection with volunteer mentors, ensuring that volunteers are supported to undertake their roles effectively.
- Developing and building relationships with our programme teams is a key area of this role as is building upon existing strong relationships with social work, education, children's houses, third sector and other professionals and strengthening these relationships.
- Confidently manage and coordinate positive, respectful and compassionate relationships between mentor and mentee, ensuring good boundaries. Liaising with existing support team(s) internally and externally and providing additional support(s) to the mentee's family, as and when required. Focussing on individual strengths and aspirations and ensuring person centred planning and unconditional positive regard is undertaken by yourself and volunteers.
- Have detailed knowledge of other relevant services and create and maintain good working relationships with external partners. Representing Right There positively to other agencies or services including Local Authority, Social Work, Housing Services and other relevant services.
- Liaise with internal and external referral sources, regarding new and existing mentoring referrals.
- Ensuring accurate and factual record keeping at all times. Ensuring support plans for people we support are completed and updated in accordance with GDPR and confidentiality processes. Ensuring Risk Assessments are completed and updated for people we support.
- Ensuring the needs of the people we support are being met and signposting to relevant services where more support is required. Attending multi agency meetings as required and advocating on behalf of the people we support.
- Ensure that adequate safeguarding measures are in place for both mentors & mentees and participation in an On Call rota system as required.
- Contribute towards the design, development, delivery and evaluation of our programmes, ensuring we are adopting a co-produced approach where possible.
- Collate both qualitative and quantitative data as requested and contribute to internal and external reporting as directed by your line manager.
- Ensure performance targets are continually worked towards to achieve agreed outcomes and positive destinations for the people we support.
- Investigating and resolving complaints by those we support and investigating any issues of misconduct within the organisation.

Main Role Responsibilities

Being a part of the Right There team:

- Positively Represent Right There to other agencies or services including Local Authority, Education, Social Work and other relevant services.
- Be a proactive team member actively contributing to your service and the organisation's development and continuous improvement working collaboratively with your colleagues across the organisation.
- Have a high standard of professional integrity with colleagues, people we support and other providers, always upholding clear professional boundaries.
- Understand and respect the importance of confidentiality
- Ability to work towards performance targets to achieve agreed results
- Participate in meetings, training and reflective practice, share your learning experiences and strive for continuous personal and professional development
- Invest sustained effort in making a significant impact on service development and improvement with feedback on the review of organisational policies and procedures and local guidelines.
- Engage with any organisational initiatives or working groups, including the ongoing development of a Community Hub at Right There.
- Adhere to Right There Policies and Procedures, Scottish Social Programmes Council (SSSC) Codes of Practice, Health and Social Care Standards (My Support, My Life), Health and Safety legislation and practices
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.

Essential skills and experience



- Educated to SVQ Level 3 or HNC level equivalent in a relevant subject.
 - Knowledge of trauma informed approaches
 - Commitment to ongoing CPD and ability to evidence this.
 - Ensuring continuous professional development and identifying L&D opportunities relevant to the service
 - Experience of volunteer and/or staff management
 - Excellent time management and organisational skills
 - Experience of supporting young people and families with complex needs.
 - Knowledge of the issues facing young people who are care-experienced and/or on the edges of care.
 - Knowledge of current relevant legislation and policies relating to children, young people and adults.
 - A working knowledge of child protection procedures.
 - Experience of developing and delivering training programmes and/or groupwork.
 - Experience of multi-disciplinary working.
 - Experience of recording records in line with GDPR and confidentiality procedures.
 - Full valid driving license and access to a vehicle for work purposes is essential
- (Note: Employees must hold insurance that covers domestic and business use).

Desirable skills and experience



- Possession of/or willing to work towards SVQ4 management
- Experience of Mentoring or Volunteering
- Experience working with care-experienced young people, with an understanding of their unique strengths, resilience, and aspirations.
- Experience of responding to the diverse needs of young people in short term housing, supported accommodation or residential care.
- Experience of coordinating events
- Experience of coordinating/facilitating support groups and/or forums.
- Knowledge of mentoring approaches.

Role Details

Contract: Full time, 12-month fixed term contract, 17.5 hours per week.
Salary: SCP 23-26 (£26,687 - £29,285 per annum)
Reporting to: Children and Families Service Manager

- Working hours are Monday to Friday – worked flexibly between the hours of 9.00am to 5.00pm depending on the needs of the service Flexibility will be required to meet the needs of people we support and volunteers. Some evenings and weekends will be required.
- Your usual place of work will be Old Perth Road, Inverness, IV2. You are also required to work in the local community, and you will be paid travel expenses between your usual place of work and appointments undertaken in the course of your duties. Alternatively, you may choose to work remotely from your home address. Working arrangements are in agreement with the line manager based on the needs of the service.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Real Living Wage employer.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension after 3-months, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

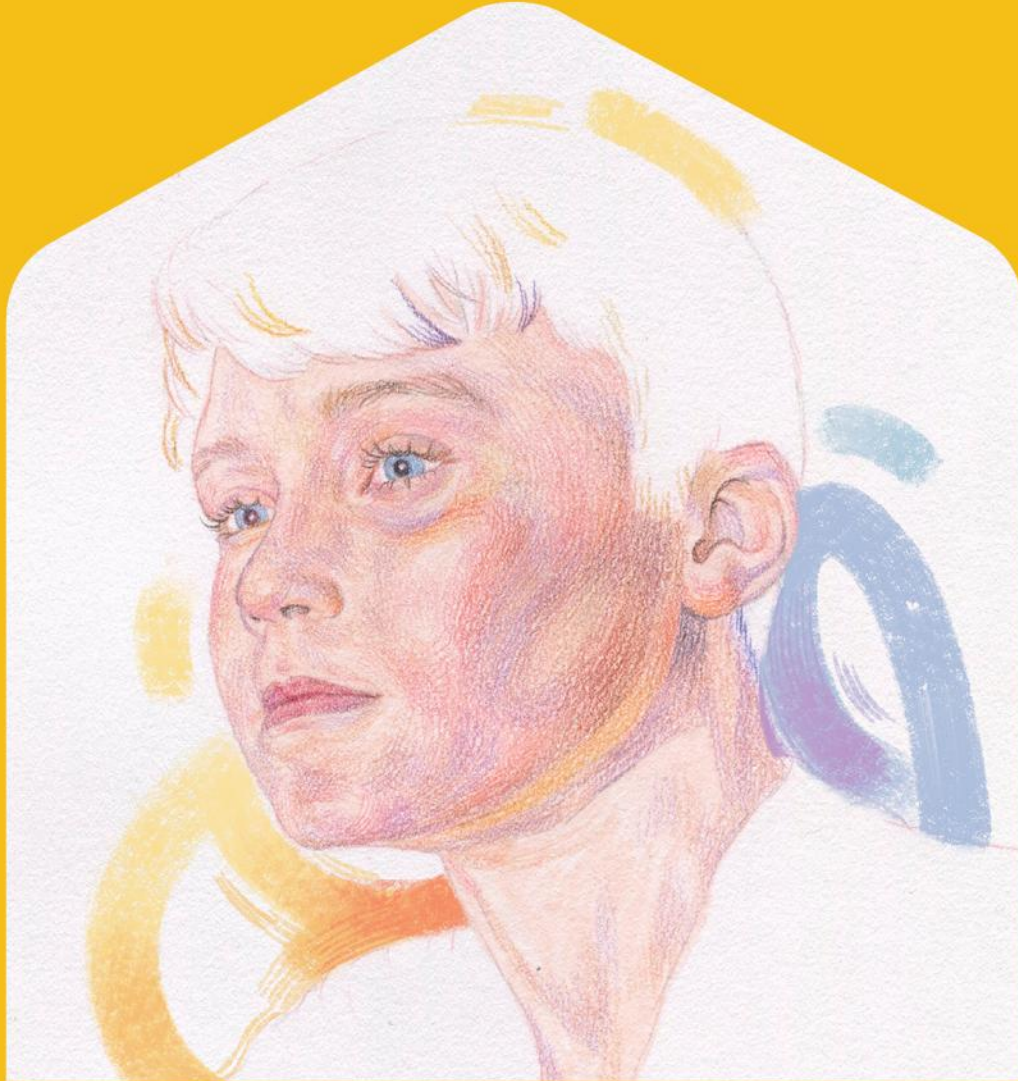
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2 and 3 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100.
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

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Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**