



chance uk

Introducing Chance UK

Founded in 1995, Chance UK is an award-winning early intervention organisation, who provide support for children with emotional and behavioural difficulties, and their families. We believe that alongside reducing difficulties in the short-term, early intervention offers the opportunity to help children flourish in adolescence and adulthood.

For over twenty years we have worked across six London Boroughs, Liverpool and in Wales via our social franchises. Informed by extensive evidence and research our programme of one-to-one mentoring and group based support helps primary school aged children to develop the social and emotional skills they need to grow. We are always amazed by the transformative journey of mentoring for our children, families and volunteer mentors, and are passionate about offering an exceptional service to those who we serve.

Our vision is to create an innovative, collaborative and inclusive organisation that is at the forefront of providing the most effective programmes to children across the UK. The Chance UK team are driven by our shared belief that, with the right help and support, children can develop the skills and confidence to understand their emotions, manage their behaviour, realise their potential and build a better future.

This is a time of positive change for the organisation. We have recently completed a major evaluation and are keen to use this learning to develop our programme further, we are also growing the numbers of children we serve, in line with our strategic ambitions. We are looking for brilliant people, who are happy working in a fast paced environment to join the team in this exciting period.

*The team is looking for two committed and passionate **Programme Managers** to join us, in full-time fixed term roles, who will be integral in delivering our refreshed mentoring programme in the boroughs of Camden and Southwark.*

*We are also looking for a highly organised **Volunteer Recruitment and Communications Officer** with fantastic people skills. They will be responsible for ensuring that we are attracting the high quality volunteers we need in growing numbers, they are signed up, successfully trained and ready to support children on all the organisations programmes.*

Please read further for more details on the role and how to apply, and feel free to send an email if you would like to arrange an informal conversation.

Geethika Jayatilaka
Chief Executive Officer

Email: ceo@chanceUK.com

Chance UK Values:

We are passionate: championing early support that is transformative for children and families

We are inclusive: embracing the diversity of everyone that we work with

We are child-centred: listening to children's best hopes to bring out the best in them and provide a unique experience

We are solution focused: enabling children and their families to use their strengths to achieve their own goals

We are collaborative: working in partnership with other services to maximise our impact and embed sustainable changes

We are forward thinking: creatively looking at ways of adapting and growing our programmes, whilst continuing to deliver best practice

Chance people:

Have a passion for improving the lives of young people in the UK.

Have compassion for the difficulties facing young people and their families.

Always seek to deliver best practise.

Are committed to working on child-centred goals using a solution-focused approach.

Are reliable, loyal, respectful and responsive to young people and families we serve, and each other.

Are committed to Chance UK's values and the early intervention model.

Key Information

Job Title:	Volunteer Recruitment and Communications Officer
Reporting to:	Senior Project Manager
Salary:	Circa £23,000 + 5% pension contribution
Hours:	35 hours per week full time. Weekend and evening work are regular and mandatory requirements for which time-off in-lieu may be taken.
Holiday:	25 days per annum, plus statutory holidays
Duration:	18-month, fixed-term contract
Proposed start date:	January 2019

About the Role

Our great results could not be achieved without the contribution of highly skilled and dedicated volunteers, who give us substantial amounts of their time and energy to support and nurture the children we work with.

As our Volunteer Recruitment and Communications Officer, you'll be responsible for guaranteeing that our volunteers receive an outstanding end-to-end service, from enquiry to completion, ensuring that volunteers feel welcomed, supported during their time with us and a part of Chance UK long after they complete their volunteering with us.

You will have experience of establishing positive relationships with a wide range of stakeholders and be organised, enabling you to work in an agile way to manage a busy workload. You will also need to be a great team player collaborating with our programme managers across different Boroughs to co-ordinate and deliver the volunteers they need.

Key responsibilities will include:

- Carrying out marketing and communications activities in order to recruit volunteer mentors, including extensive outreach work in the local community and in corporate organisations.
- Responding to all enquiries about mentoring in an efficient, friendly and timely manner.
- Booking volunteer mentors onto training and ensuring that training is set up for Programme Managers.
- Managing the process for mentor screening, including processing of DBS forms, identification documents and reference checks.
- Working with the Programmes team to ensure accurate volunteer numbers for each of the London Boroughs are set and that targets are met.
- Ensuring all information relating to volunteer mentors is accurately recorded on Salesforce.
- Maintaining our online marketing and communications: publicising our work on all social media platforms, placing advertisements on volunteer websites and assisting in the editing and updating of Chance UK's website.
- Producing visual and written materials designed to promote the benefits of volunteering.
- Analysing volunteer recruitment statistics and compiling data for the Senior Management Team.
- Assisting the Partnerships Manager in the development and management of Chance UK's alumni network of former mentors.
- Producing mentor newsletters, postcards and social media campaigns.

Person Specification

Essential

- Minimum 1 years' experience in a volunteer management, recruitment or communications role.
- Strong communication, interpersonal and presentation skills, including the ability to build positive relationships.
- Excellent organisational skills including the ability to work to tight deadlines.
- Demonstrated ability to manage multiple tasks effectively.
- Excellent IT skills including Word, Excel and PowerPoint.
- Willingness to work flexibly, including planned in advance weekends and evenings.

Desirable

- Experience using Salesforce or other CRM database.
- Demonstrable skills and/or experience of delivering training courses, workshops or seminars.
- Understanding of Safeguarding good practice and responsibilities.

Competencies:

Essential

- Committed to diversity and implementing equal opportunities and anti-discriminatory practice.
- Is solution focused and pre-empts problems by seeking guidance or taking action.
- Pursues tasks/goals with energy, drive and a need for completion.
- Enjoys working in a fast-paced environment.
- A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.
- Discretion in dealing with sensitive and confidential information.

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.

Next Steps

To apply for the Volunteer Recruitment and Communications Officer role, please send a CV and 1-2 page supporting statement to recruitment@chanceuk.com, including the job title in the email subject.

Application deadline: 6th January 2019

Interviews: Week beginning 14th January 2019

Key Information

Job Title:	Programme Manager x2
Reporting to:	Senior Project Manager
Salary:	£33,089 + 5% pension contribution
Hours:	35 hours per week full time. Weekend and evening work are regular and mandatory requirements for which time-off in-lieu may be taken.
Holiday:	25 days per annum, plus statutory holidays
Duration:	January 2019 – June 2020
Proposed start date:	January 2019

About the Role

As many as 1 in 5 children in the UK may be affected by Domestic Abuse during childhood and the impacts of this can be devastating and long lasting. Chance UK are pleased to have secured funding to provide much needed support for 50 children across London in partnership with Victim Support.

The project matches children with a trained adult volunteer mentor who meets them weekly and will plan activities designed to build their confidence and self esteem.

The Programme Manager roles will be responsible for managing all aspects of the programme. This includes providing support for a number of individual mentor–child relationships, as well as the training and support of volunteer mentors.

Key responsibilities will include:

- Reviewing and assessing all child referrals against agreed selection criteria.
- Training up volunteer mentors and matching them with children enrolled onto the programme.
- Supporting, supervising and monitoring a caseload of c25 mentoring pairs (25 volunteer mentors and 25 participating children) and engaging with children’s families, within an agreed framework.
- Maintaining accurate records of supervision sessions, meetings and contacts with families, schools and other agencies on Salesforce.
- Preparing programme reports incorporating qualitative and quantitative information.
- Planning and conducting briefings about Chance UK, its programmes and referral process for schools, community groups, other organisations and families.
- Sharing appropriate information and communicating with school staff, social workers and other multi-agency professionals where necessary.
- Ensuring that all programme work is clearly within child protection guidelines and referring all child protection issues that arise promptly and sensitively.
- Building strong relationships with the Victim Support team, ensuring staff in both organisations are appropriately involved in and aware of the project and our work.

Person Specification Essential

- Understanding of the context and challenges facing vulnerable children and families.
- Experience working with children in social work, education, voluntary sector or related area.
- Demonstrable skills and/or experience of delivering training courses, workshops or seminars.
- Excellent written and verbal communication skills.
- Excellent inter-personal skills.
- Excellent organisational skills including the ability to work to tight deadlines.
- Demonstrated ability to manage multiple tasks effectively.
- Excellent IT skills including Word, Excel and PowerPoint.
- Willingness to work flexibly, including planned in advance weekends and evenings.
- Understanding of Safeguarding good practice and responsibilities.

Desirable

- Experience of working with children with social, emotional, behavioural and mental health needs.
- A professional qualification in social work, child development, psychology, education or related fields.
- Experience of managing volunteers.
- Experience using Salesforce or other CRM database.
- Experience of working with families affected by domestic violence.

Competencies: Essential

- Committed to diversity and implementing equal opportunities and anti-discriminatory practice.
- A flexible team player who thrives on a diverse work portfolio.
- Is solution focused and pre-empts problems by seeking guidance or taking action.
- Pursues tasks/goals with energy, drive and a need for completion.
- A self-motivated individual with the ability to work effectively under pressure and with minimal supervision.
- Discretion in dealing with sensitive and confidential information.

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The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.

Next Steps

To apply for the role, please send a CV and 1-2 page supporting statement to recruitment@chanceuk.com, including the job title in the email subject.

Application deadline: 13th January 2019

Interviews: Week beginning 21st January 2019