

JOB DESCRIPTION

Post: Faith in Action Volunteering Manager

Reports to: National Volunteering Manager

Aims: Provide opportunities for Catholics and other Christians and whole parish communities to explore and deepen their faith and sense of lived discipleship by connecting people with real opportunities to serve as volunteers, providing practical support and accompaniment for people who are often marginalised and excluded.

Purpose: To be the national lead working to promote, increase and sustain long term faith-based voluntary action within Pact's services and support functions. This involves providing advice, developing resources, and helping our local teams to build connections and networks of faith-based support within the Catholic community and other mainstream Christian churches.

To pilot new ways of engaging faith-based groups to volunteer in Pact services by leading the implementation of the 'JustPeople' Faith in Action programme across London and the South East working closely with volunteering and management colleagues across this region. Its aim is to increase and sustain long term faith-based voluntary action at individual, parish, and community levels specifically targeting the Roman Catholic Dioceses of Arundel & Brighton, Southwark and Westminster (Greater London & parts of Surrey, Sussex and Kent). Working closely with our partner agency, 'Together for the Common Good', deliver workshops in parishes centred on Catholic Social Teaching and promoting voluntary action.

Introduction

Pact, together with its subsidiary, Pact Futures, a Community Interest Company, works across England and Wales to develop and deliver a range of innovative services, providing practical and emotional support to prisoners' children and families, to men and women in prison, and to people with convictions including prison leavers. We enable active community engagement in criminal justice work through facilitating volunteering. Our work is founded on core values, rooted in Catholic Social Teaching, the first of which is a belief in the innate dignity of every human person. Our focus is on human relationships, family and community. We are committed to achieving high standards of quality in all that we do.

We are a welcoming, inclusive, and diverse lay-led national Catholic Christian charity, part of the national and international Caritas movement, and committed to promoting and supporting ecumenical action and inter-faith dialogue. We are a non-evangelical organisation, focused on providing inclusive practical services to people of all faiths and none, and on empowering and enabling people to build better lives for themselves and their families.

KEY TASKS, DUTIES & RESPONSIBILITIES:

1. With the support, develop, implement, and regularly review the delivery plan for the 'Just People' programme, including outreach and engagement activities and key performance targets, and ensure it meets the key performance indicators of the charitable grants that support this work.
2. Develop and deliver an outreach engagement programme to parishes and other faith communities and networks to promote the work of Pact and the opportunity to put "faith into action" through volunteering within its services and offices.
3. Maintain a close working relationship with volunteer coordinators and managers to understand volunteering opportunities that can be promoted to faith communities and sensitively and appropriately promote the practical benefits of engaging with Christian faith communities to Pact staff and managers, including people of no faith and other faiths.
4. Build and maintain good relationships within the Catholic community including clergy, lay leaders, and congregations, Bishops Conference staff, Diocesan staff, prison chaplaincy Caritas networks, the SVP, CAFOD & Caritas Social Action Network contacts and relationships to encourage the involvement of Christians in the work of Pact
5. Develop a shared approach with our fundraising and communications teams to ensure well managed and coordinated communication with parishes and key people within the church, using the Salesforce CRM to maintain accurate records of contacts.
6. Co-ordinate and manage 'JustPeople' events/roadshows, volunteering events and outreach activities in parishes, to raise awareness, stimulate reflection, and promote voluntary action, using both face to face and digital channels as appropriate
7. Recruit, train and support a small team of volunteer Pact Ambassadors, to support this work within the Dioceses.
8. Seek opportunities for people with lived experience of the justice system, including former Pact service users, to participate in the outreach work to provide testimonies, and/or to create media resources for use in this programme and work closely with the Communications team to ensure that we represent them and their needs respectfully and appropriately at all times.
9. Deliver, evaluate and continuously improve the new "Here, Now, Us" Catholic Social Teaching training workshop for parishes, in partnership with 'Together for the Common Good', including in both digital and face to face formats. Work with other regions of Pact to roll out the workshop for other dioceses.
10. Support the smooth handover of people wishing to volunteer to local volunteer coordinators to continue with the recruitment, training and induction into service delivery.
11. Continue to engage with volunteers recruited through the Just People programme to ensure their volunteering experience meets their expectations and to consider what improvements can be made to the JustPeople programme.
12. Develop 'in-house' opportunities for Christian reflection, collective prayer and retreats, for volunteers and staff who seek this.

13. Ensure accurate records, management information, outcomes and learning is captured, and working with colleagues, are reported back to our funders on time, and to the highest standard
14. Work with others to review and refine our methods of data capture, recording and reporting, to ensure that we can build a clear national and regional picture of the support we receive from faith communities, including statistics which can evidence the impact of the outreach and engagement work in delivery of the JustPeople programme, and which can enable us to better manage our communications with multiple relationships across faith communities.

Employee Responsibilities

15. To behave at all times in a professional manner and to be a good role model to other staff, volunteers, students and our service users.
16. To adhere to Pact's policies and procedures, including confidentiality, safe working practices, equal opportunities, child protection & safeguarding, and health and safety.
17. When visiting prisons or engaging with Pact services or service users, to comply with all Ministry of Justice, HMPPS, and Pact rules and regulations with regard to prison security, public protection, confidentiality and safe working.
18. To be pro-active in keeping up to date with good practice and policies and ensuring that these are communicated and adhered to.
19. To promote Equality of Opportunity and Diversity through own work.
20. To attend relevant internal and external meetings.
21. The post-holder is responsible for their own self-development on a continuous basis, which should be regularly reviewed with their line manager through supervision and appraisal.
22. To maintain flexibility in the approach to the job, ensuring that any unforeseen circumstances or changes in work, which are compatible with the regular work, are carried out.
23. To be flexible i.e. work weekends, weekdays, and travel as and when required.
24. To undertake any other relevant duties as required by line management.

Pact is a developing organisation and this role is likely to develop over time. Consequently, this job description may not be comprehensive, and some specific duties may change in accordance with organisational needs.

Pact Standards

Equal Opportunities: Pact is committed to achieving equality of opportunity for all and expects all employees to implement and promote our policy in their own work.

Health and Safety: Pact is committed to a healthy and safe working environment and expects all our employees to co-operate to implement and promote our policy in all aspects of their work.

Conduct: All staff are required to conduct themselves in a lawful, professional, courteous, and respectful manner, in accordance with the charity's values and ethos and code of conduct.

Our work within prisons and other secure establishments, with people with convictions in the community, and with children and adults with multiple and complex needs, requires all staff to operate at all times with due regard to security, protecting & safeguarding children and adults at risk, and public protection.

Pact staff are expected to provide supportive, caring, and non-judgemental services, in accordance with our charitable ethos, but within a clear framework of professional boundaries and conduct which must be maintained at all times.

All staff are required to conform with policies and procedures detailed on the Pact intranet, which are outlined to you during induction. It is your responsibility to ensure that you remain familiar with these and are aware of any changes that may occur to them from time to time.

You are also required to comply with all rules and regulations as required by the Ministry of Justice, HM Prison and Probation Service, and local rules which may be in force at individual public or private sector prisons or other commissioning bodies.

Staff are also required to comply with detailed policies and guidance regarding confidentiality, Data Security and use of ICT (Information and Communication Technology) and maintaining privacy of all its staff and service users. Staff are required to ensure that they maintain an up to date awareness of all relevant policies and procedures, and to take a positive approach to their own learning and development.

Service User Participation: People who use our services are at the heart of everything we do. We strive for a culture in which prisoners, people with convictions and their families are listened to, their opinions are respected, and they are actively involved in decision making which leads to change. This change can be in prisoners, people with convictions and their families (skills, knowledge, development, or attitude), the services they get and use and the wider society.

Pact is committed to safeguarding and promoting the welfare of children, young people, and adults at risk and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION: FAITH IN ACTION VOLUNTEERING MANAGER

The knowledge, skills and abilities required for this post are set out below. You will be required to set out how you meet some of these requirements in your application, and others will be assessed during the remaining selection process (interview and other assessment methods) and/or during the probation period.

<p>Knowledge and Education</p> <p>A good familiarity with the traditions, structures, culture and beliefs of the Roman Catholic Church in England & Wales, and its, agencies, institutions, communities and networks</p> <p>An understanding and personal commitment to the key principles of Catholic Social Teaching, and ability to communicate core ideas in an accessible way</p> <p>Basic knowledge of the criminal justice system and an awareness of the impact of custody on prisoners and on their children and families</p> <p>IT literate and confidence in using wide range of applications</p> <p>High level literacy (A Level English or equivalent as a minimum), and confident in the use of the English language with the ability to adapt style of communication to a wide range of audiences and settings</p> <p>Recognised qualification in teaching or adult training (or commitment to work towards such a qualification)</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Experience</p> <p>Demonstrable track record of developing and managing projects with initiative and limited supervision</p> <p>Experience of making successful presentations and giving talks to large groups</p> <p>Experience of working with a church, or churches, faith networks or people of faith to support, encourage or inspire social action</p> <p>Experience of building and maintaining relationships and partnership working with various stakeholders to achieve an outcome</p> <p>Experience of providing training, coaching, or teaching, in groups or one to one.</p> <p>Experience of volunteering in a personal capacity</p> <p>Experience of managing or supporting volunteers</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Skills & Abilities</p> <p>Excellent pro-active organisational skills & the ability to meet own administrative needs</p> <p>Excellent interpersonal skills and the ability to build and work in partnership with a range of agencies and individuals for a common purpose</p> <p>Excellent negotiation and communication skills, both verbal and written.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>

Ability to work flexibly within the contracted hours (using a timesheet as necessary) including regular working on Sundays to speak at services	Essential
Ability to travel throughout London and the South East with occasional travel across England and Wales	Essential
Personal Qualities & Attitudes	
You will act as a role model for volunteers and an ambassador for Pact, conducting yourself professionally at all times, with high ethical standards, personal integrity, transparency, and accountability.	Essential
A demonstrable commitment to Pact's values and ethos, mission and vision and a personal authentic commitment to Pact's heritage as a Catholic charity and the Catholic Social Action movement.	Essential
A networker and communicator, you will be personally persuasive and have the enthusiasm, drive and passion to motivate people to support Pact's mission	Essential
Emotional resilience with good coping strategies	Essential
Able to build warm relationships whilst maintaining professional boundaries	Essential
Commitment to the inclusive culture of Pact and to the active promotion of equal opportunities	Essential
Collegiate, able to work within an organisational structure, with the ability to work across team and departmental boundaries	Essential
Committed to continuous personal development and learning, and responsive to constructive feedback	Essential
Other Requirements	
This post is subject to a 6 month probationary period, verification of identity and proven right to work in the UK, satisfactory references from previous employers covering a 5 year period, declaration of any unspent criminal convictions (and where appropriate a satisfactory risk assessment).	Essential

Terms and Conditions

Length of contract:	Fixed term (funding available until 2024)
Starting salary:	£28,000
Pension:	Contributory pension scheme
Annual Leave:	30 days annual leave and 8 days Bank Holidays per year
Hours of work:	37.5 hours per week
Place of Work:	Greater London or Surrey

Benefits:

Employee Assistance Programme, free eye tests, cycle to work scheme, childcare vouchers and season ticket loans.