Job Description for Neutral Ground Contact Centre Co-ordinator

Salary: £16,016 per annum

Hours: 22hrs per week, including Saturday working

5 weeks annual leave (pro rata) plus pension

**Aim of the post**

To manage the running of Neutral Ground Child Contact Centre, through maintaining

a child focussed safe environment for children and parents to meet together with the

support of a team of trained volunteers.

To work within the aims and objectives of Neutral Ground.

To develop the project in partnership with Neutral Ground’s Board of Trustees.

To monitor, co-ordinate and evaluate progress and advise on the future of the

project.

To produce promotional material and content for the web site as required.

To ensure that the Centre operates within the framework set out by the National

Association of Child Contact Centres (NACCC)

Every three years the centre is inspected by the NACCC to renew the centres accredited status.

To carry out all duties with due regard for confidentiality of information and ensure all

work complies with Neutral Ground’s policies, including the Equal Opportunities

policy and child safeguarding policy

The postholder will be accountable to the Board of trustees, for the direction of the

work which is undertaken, and to the Chair for the day to day carrying out of the

work.

The worker will be employed by Neutral Ground (which is a registered charity) whose

trustees are accountable for their recruitment, payment of salary, pension and

conditions of service

**Duties of the worker**

Volunteer Management

1. To establish and maintain procedures and systems for recruiting,

selecting, inducting and training volunteers.

2. To maintain an adequate number of volunteers through safe recruitment

practices and regular training.

3. To provide regular support and supervision of volunteers

4. To meet with volunteers both individually and in groups. To support them

and to take note of their views and suggestions.

Running the Contact Centre

5. To operate the Saturday Centre managing a team of volunteers, ensuring

child focussed practices.

6. To operate procedures and a system for taking referrals, advising users

and organising appointments including pre-visits.

7. To ensure the smooth running of the Saturday sessions by co-ordination

between referring agencies, users, and volunteers.

8. To ensure the environment and equipment is clean and maintained

Funding

9. To assist with fundraising including making applications for charitable

funds and supporting fundraising activities.

10. To collect monitoring information both for funders and NACCC on a

quarterly basis

General

11. To promote the service

12. To develop and maintain links with referral agencies.

13. To prepare, report to and attend Board of Trustee meetings.

14. To keep written and computer based records.

15. To keep and maintain simple financial procedures and records.

16. To ensure compliance with the NACCC accreditation standards, including

record keeping, safe procedures, ensuring policies are reviewed

annually and adhered to and preparation for inspections.

17. To set up working partnerships with all concerned with the development

and use of the William Temple Church Community Centre.

18. To attend training relevant to the role

19. To undertake from time to time any appropriate duties as required

20. any other duties deemed necessary by the trustees and the coordinator to ensure the smooth running of the contact centre.