

Role Title	Support Group Co-ordinator
Hours	15 hours per week – flexible (covering one day per weekend and one day in the office)
Functions	Reports to Education Lead
Salary Level	£13-15 per hour depending on experience (plus pension contribution)
Main Work Location	Flexible

Role Overview

Simon Says provides help, advice and support to children and young people who are dealing with the death of someone significant in their lives. This vital role will ensure the smooth running of our operational service delivery at local group level across the county (there are currently 7 groups) You will work closely with the Education Lead , and our Volunteer Support Group Leads, to ensure support, guidance, quality and consistency across our direct support groups and advice services.

What you will be doing

You will:

- Provide support to the Volunteer Group Leads operationally across Hampshire through:
 - Pre session planning – ensuring the group leads have everything they need to run the sessions and the right number of volunteers to support it (ensure the order and dispatch of resources required by our support groups in good time for sessions)
 - Attending the session to support the team or step in to lead if required
 - Checking in with the Support Group Lead Volunteer(s) after each session to see how it went and if there were any issues / concerns / ideas – reporting these back to the Education Lead with possible solutions
 - Making contact with all the new families following their first session – collating feedback
 - Safeguarding / Child protection – where concerns are raised inform the Education Lead, then ensure the procedure is followed, liaise with the CPO and carry out any required actions e.g. follow up with family, report to MASH etc.
 - Following up calls/emails to schools of any children attending group, where the parent / guardian has requested our assistance.
 - Liaising with the Education Lead on a weekly basis to develop the support, training and resources required by Support Group Leads
 - Sharing ideas and learning between the support groups
 - Undertaking quality evaluations and gathering feedback from children, families and other volunteers to enable us to continually improve our support.

- Assist with providing volunteer support by:
 - Working closely with each of the Lead Support Group Volunteers (Currently 7) -offering support and advice as required.
 - Ensuring the completion of new volunteer’s induction at each local group so all new volunteers feel welcomed to the Simon Says family, understand what their role is and are buddied up with

- someone more experienced in the charity.
- Identifying key volunteers and ensuring succession planning for any key roles at the groups.
- Notifying the Education Lead of any volunteers you have concern about.

- Support education sector and other professionals by:
 - Assisting the Education Lead in co-ordinating the support requirements of the Professional sector. This may involve being a point of contact; assessing their requirements and delivering training or talks.
 - Offering crisis support for schools as and when needed.
 - Delivering assemblies, workshops, lessons, health & wellbeing events, support schools to set up their own bereavement support groups...

 - Pro-actively promoting the services of the charity within Education (and where applicable other partners working with children and young people).
 - Support in the development and production of training resources and lesson plans

- Ensure and participate in training by :
 - Supporting in the preparation and delivery of all training under the guidance of the Education Lead
 - Organising child protection refresher training and Simon Says policies and procedures training
 - Organising first aid training, ensuring each support group has at least one trained member at each session

What you will need

- Work experience within the education or care sector
- Counselling experience (desirable)
- Experience / understanding of bereavement and its impact.
- Flexibility to work at weekends (to attend a group) and flexibility to step in at short notice.
- Experience of working with Volunteers
- To be a team player who has excellent communication, negotiation and organisational skills
- Ability to identify gaps in operational delivery and help facilitate the opening of new support groups in line with the business plan for the charity.
- A problem solving approach
- You will have an anti-discriminatory approach to everyone we work with

Note: Full driving licence and own transport needed

Other information

Simon Says is committed to safeguarding and promoting the welfare of its staff, volunteers children and young people. We expect all our staff to be aware of their responsibilities to protect staff and service users from abuse or harm. Successful applicants will therefore be required to undertake a DBS check

