



Job Description – Social Action Volunteer Lead

Background on Love Your Neighbour and Church Crawley

Love Your Neighbour (LYN) equips and empowers churches across the UK to play their part in the transformation of a post-Covid society living in a cost-of-living crisis. LYN assists churches in their provision of emergency food, money advice, employment training and other assistance to those most in need.

Within Crawley, the LYN initiative centres around our 'Hub' in the centre of town, which helps to deliver the services above throughout the community in partnership with the Easter Team, which is the local foodbank, and Christians Against Poverty (CAP). It is also part of a bigger network of 26 local churches, 'churches together'.

Crawley has been hit hard economically following Covid-19 and it is the vision of Love Your Neighbour Crawley to support and be the bridge to enable people to get back on their feet.

Love Your Neighbour Crawley is governed by Church Crawley, a rapidly growing Church in the centre of Crawley that is part of the HTB network.

The Vision: For us here in Crawley, our vision is to Love Jesus, Love Church, Love People and Love Crawley.

The Mission: Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture. Each member of staff plays a key role in contributing to our vision.

Our Values: Church Crawley is a vibrant family of churches in Crawley seeking to play its part in the evangelisation of the nations, the revitalisation of the church and the transformation of society, by loving Jesus, loving church, loving people and loving Crawley.

At our core we are filled with the Holy Spirit. We are humble, not thinking too highly or too lowly of ourselves, knowing our identity is secure in Jesus. We are hungry: hungry to grow in relationship with Jesus, to serve, hungry for Crawley. We are home, a welcoming place where everyone is seen, heard and loved, a place of both comfort and challenge.

From humble comes aspiring for excellence, bringing our best as we honour God with our skills and abilities. From hungry comes generous, pouring out all we have, giving our time, energy and resources. And from home we want to be risk takers for the kingdom of God, not



taking ourselves too seriously but taking God really seriously. We know we're not risking our reputation but God's, and he is so big he can take it.

Who are we: At Church Crawley we are a faith community. All our teams, including the staff team, pray together whenever we meet, sharing prayer and worship times throughout our working week. We exist to promote the whole mission of the church, pastorally, evangelistically, and socially, and this extends into our staff team where we seek to ensure that everyone who joins us will thrive in our environment, able to contribute to our community of shared faith. Our roles, therefore, have a genuine occupational requirement to ensure protection of our strong Christian ethos and values.

- All staff are expected to live out Church Crawley values as they represent Church Crawley externally
- All Church Crawley staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities

We have a fast-paced working environment where we strive for excellence in everything we do. Our ethos is to be grateful, gracious and professional, and we endeavour to thread this through every part of the organisation and every interaction. It is an exciting and challenging place to work and is full of variety. We aim for a 'can do' environment where innovation and creativity is encouraged, alongside serving others. Staff community is warm and engaging with lifelong relationships being built.

We encourage applications from those of black, asian and minority ethnic backgrounds.



Job Description

Job Title	Social Action Volunteer Lead
Team	Love Your Neighbour – Crawley
Location	Crawley, West Sussex
Responsible to	Social Action Manager

Part 1 – Job description

1. Main purpose of the job

This is a new post on a one-year contract basis, and the right applicant will be able to shape the role, building upon the existing programme and volunteer team. They will be able to assist in developing new and existing ministries from concept, creative design and practical delivery. We are looking for a self-starter with enthusiasm for helping people and a love for Crawley. We are a creative team looking for someone to input to the strategic development of Social Action within Church Crawley and Love Your Neighbour Crawley, to meet the ever-changing needs of our communities and changing budget requirements.

The role of the Social Action Volunteer Lead is varied but centres around managing the day to day running and organisation of key ministries. The biggest operationally of these is the town centre Hub, which is a safe place for signposting and listening. The Hub is currently a shared space with the Easter Team (a food bank). A large proportion of the Hub's clients are also Easter Team clients. People receiving emergency food bank support are often vulnerable and visit our volunteers to seek support, have company, receive prayer and be signposted to local and trusted services.

The Social Action Volunteer Lead will be required to steward the Hub volunteers during opening hours (currently Tuesday to Friday 10am to 2pm) and support the volunteers who deliver the listening and signposting. Volunteers are an essential and valued part of the work that Love Your Neighbour Crawley does and as Social Action Volunteer Lead you will recruit, train and manage volunteers.



The Social Action Volunteer Lead will also be tasked with setting up a new ministry called 'Street Angels' which has grown from the 'Safer Streets' initiative in Crawley and as the Lead on this ministry, you will be tasked with the operational responsibilities, including:

- Recruiting and training volunteers
- Making volunteer rotas and distributing amongst the Help Force
- Creating and developing spreadsheets to record relevant ministry data.
- Track and measure the data for our funders.
- Keep up to date with the 'street' culture in Crawley and developing training accordingly.
- Responsibility for key relationships within the programme (Security staff, Police, pubs and clubs and Crawley Borough Council)

This role will report into the Social Action Manager, who is line managed by St John's Crawley but part of a wider project of Churches working together.

2. Key duties and responsibilities

The Social Action Volunteer Lead responsibilities will include but are not limited to the below:

Recruitment and training

- To assess the organisational and programme needs to determine and manage the number and range of volunteers needed for ongoing projects.
- Consult with colleagues to create descriptions for all volunteer positions.
- Manage volunteer recruitment and hiring process by advertising for available volunteer positions, interviewing candidates, and matching them with appropriate roles.
- To prepare and update when appropriate training materials for new volunteers, including handbooks, programmes and documents relevant to their role (i.e. food hygiene for café team)

- Contribute to the development of policies & procedures and the distribution of information to the volunteers.
- To play a part in ensuring reference and/or DBS checks are completed for new members of the volunteer team.

Scheduling and day to day management

- Monitors volunteers during their appointments
- Maintains a database of volunteers and projects and tracks metrics.
- Presents updates and metrics to colleagues and leadership team in regular reports.
- Schedules volunteers onto a rota, being flexible to accommodate changes.
- Promotes the organisation, its volunteer efforts, and its accomplishments internally and externally, including supporting and producing content for social media posts.
- Responsible for escalating any disclosures made to management, either about volunteers or by volunteers about engagements with the public
- Responsible for ensuring that the signposting partner information and flyers are up to date.
- Manage the Love Your Neighbour shared mailbox, by allocating emails to senior staff where appropriate.
- Managing the Love Your Neighbour phonline volunteer rota and allocating requests within the volunteer group
- Responsible for recording (spreadsheet), sourcing and arranging delivering/collection of client needs.

Volunteer wellbeing and development

- Maintains an open dialogue with volunteers regarding their role and ongoing suitability.
- Cultivates a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own endeavours.
- Communicates project news, progress, and available positions with volunteers on a regular basis to create an inclusive environment.
- Plan regular volunteer social activities as a ‘thank you’ and to encourage a sense of community.

Part 2 – Person specification

	ESSENTIAL	DESIRABLE
Knowledge and Experience	<ul style="list-style-type: none"> • Committed to the vision of the LYN Hub • Excellent attention to detail and a strategic thinker • Self-starter, able to work on own initiative and with minimal supervision. • Proactive approach to implementing new strategies and problem solving. 	<ul style="list-style-type: none"> • Working knowledge of Crawley, it's neighbourhoods and other volunteer organisations • Skill and/or experience in volunteer recruitment

	ESSENTIAL	DESIRABLE
Skills/Abilities	<ul style="list-style-type: none"> • Excellent written and oral communication skills • A team player with a flexible attitude • Personable and compassionate with an ability to motivate people. • Exemplary people skills and enjoy working in a busy environment. • Excellent organisational skills • Ability to use Microsoft office packages to a high standard (particularly MS Excel & Word) 	<ul style="list-style-type: none"> • Be comfortable sharing prayer with volunteers and clients.
Personal Qualities	Genuine occupational requirement to be a practising Christian	

OTHER COMMENTS:

You may not have experience in every aspect of the role before, but that is ok, you will receive ongoing support and development that will provide you with the skills and knowledge required to be successful.

Love Your Neighbour
Further information for applicants

Job title:

Social Action Volunteer Lead - 1-year fixed term contract

Salary:

£22,000 per annum full time

Closing Date:

9 June 2023

Office hours:

- Mon to Fri - 35 hours per week, with some flexibility around working hours and days.
- 1-year fixed term contract
- Attendance at regular staff meetings required.

This role is based in Crawley, West Sussex.

Annual leave - full year:

- 25 days' holiday per annum pro rata

DBS / police check:

This role requires an enhanced DBS check.

Pension scheme:

All staff who meet the criteria are automatically enrolled onto the Church Crawley pension scheme.

Church Crawley will contribute 4% of your salary to your pension.

New staff service:

6 months probationary period with a 3-month review

Interviews:

To be held during w/c 19 June 2023