

**KDYS Development and Volunteer-Led Services Officer**

**Job Description**

KDYS, the leading youth organisation in South West Ireland as affirmed by the Council of Europe awarding the Quality Label for Youth Centres to our Killarney headquarters. We provide a range of quality services responding to the needs of children, young people, their families and communities.

The post holder is an exceptional individual who will make a difference in the lives of young people and their families by promoting a culture of integrity, youth participation and development, operating in line with our organisational values:-

* *Young people at the heart of everything we do*
* *Concern for the young person’s development; personal, social, educational and spiritual*
* *Commitment to partnership with young people, volunteers, communities and funders*
* *Upholding quality standards of integrity and professionalism.*

**Overview**

KDYS is committed to the provision and development of sustainable Volunteer-Led Youth Clubs and Projects. KDYS Youth Clubs enable young people to engage on a voluntary basis in developmental opportunities in their local community; they are safe spaces that promote non-formal and informal learning opportunities; they provide education for citizenship; they support young people in the transition from childhood to adulthood in a way that will ensure that they have the confidence, knowledge, skills and experiences that will help them to fare well in their future lives.

**The future of KDYS Youth Clubs is dependent on the development of a new business model for a sustainable future.** The new business model will be developed in conjunction with Volunteer Leaders, Young People, KDYS Board and Management, and other Stakeholders as relevant. It will seek to ensure that KDYS Youth Clubs are high quality provisions, with measurable outcomes, incorporating the voice of young people. The new ‘Youth Club Business Model’ will harness the expertise and energy of committed volunteers to develop structures & funding sources which support the operation and oversight of KDYS volunteer led work, enabling its’ growth and sustainability.

The **KDYS Development and Volunteer-Led Services Officer** will be a dynamic individual, who is highly motivated, flexible and values the contribution of key stakeholders to achieve success

**Job Title:** KDYS Development and Volunteer-Led Services Officer

**Reporting to:** CEO, KDYS

**Purpose of Position:** To lead the development and delivery of a new business model for KDYS Volunteer-led services

**Key Relationships:** KDYS Volunteers

KDYS Senior Management Team

KDYS Board Sub-Group – Volunteer-Led Services

External partners & stakeholder

KDYS Finance & HR Department

**Job summary**

The post holder will lead out on the design, implementation and evaluation of a Business Plan for KDYS volunteer led services. This is a full time role operating at senior level within KDYS and requires a strategic focus. The initial contract is for nine months, with any renewal of the contract beyond the initial fixed term dependant on the successful development and delivery of a sustainable business model.

**Key duties and Areas of Responsibility will include:**

* Establish the baseline of existing KDYS Volunteer led services through engagement with KDYS affiliated youth clubs, youth cafes and KDYS staff supporting the operational delivery of the service. This will identify location, focus, membership of existing clubs and projects and identify possible new locations and opportunities as well as challenges.
* Through stakeholder engagement with volunteers, young people and KDYS Board and management, assess current structures in place to support oversight & governance of the volunteer led service and propose models of best practice to support self -sustainability of the service and support good governance.
* Establish a working group comprised of key stakeholders to oversee the development and delivery of a new business plan incorporating:-
  + Targets to be achieved and key milestones.
  + Identification of sustainable income generation streams to support growth of KDYS volunteer services.
  + A business and marketing plan to achieve revenue goals.
* Develop new online systems to facilitate the efficient delivery of supports to KDYS Volunteers and Services
* Co-ordination and management of KDYS events for Volunteer Services.
* Develop structures to provide support to volunteers regarding operational issues arising in the day to day management of their clubs and projects
* Ensure that the required standards for child protection; volunteer recruitment; good practice; insurance requirements are maintained within the volunteer led structure.
* Ensure the delivery of the required training programmes.
* Actively participate in both internal and external networks, structures and events relevant to the post.
* To ensure compliance with relevant quality standards.
* To prepare for and attend individual supervision on a regular basis.
* Ensure ongoing compliance with GDPR, organisational data protection policy and ethical practice in all aspects of the role.
* Adhere to KDYS planning and reporting processes
* To undertake other duties as may be requested.

**Special conditions**

* Relevant third level degree
* At least 2 years’ relevant work experience
* Fluency in English, both written and verbal
* Full, clean driver’s license

**Skills, competencies & attributes**

**Specialist Knowledge, Expertise & Self Development**

* Proven track record of meeting KPI’s, financial targets and delivering income growth
* A working knowledge and understanding of Irish charity fundraising sector with experience in non-profit fundraising, development and volunteering
* Knowledge of GDPR, fundraising codes of practice, Children First and other relevant legislation
* Knowledge of youth work
* Excellent facilitation skills

**Technical & Administrative Skills**

* Excellent IT skills with high proficiency in Excel, Word, PowerPoint, CRM systems and databases, social media and other relevant promotional and fundraising packages
* Excellent financial skills
* Ability to develop, implement and evaluate effective and relevant fundraising and volunteering strategies
* Effectively applies technical knowledge to solve a range of problems
* Proficient in maintaining accurate paper and electronic record systems, capable of information retrieval, analysis and dissemination as required.
* Experience in producing reports on time and in a clear and concise style and format.

**Teamwork**

* Ability to operate as a team player in a cross disciplinary, integrated team, sharing roles and responsibilities.
* Maximises the contribution of the team, encouraging ownership, providing support and working effectively with others.

**Management, Analysis & Delivery of Results**

* High level of productivity and self-direction with a planned and systematic approach to the organisation of work
* Results oriented with the ability to produce results under tight deadlines.
* Ability to deliver and assume responsibility for agreed objectives / goals, to a high standard and in an efficient manner.
* Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results
* Experience in gathering, analysing and evaluating relevant data in order to deliver a quality product
* Maintains objectivity by selecting information that represents a complete array of perspectives
* Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of challenging circumstances.
* Excellent organisational skills
* Is open to new ideas, initiatives and creative solutions to problems

**Interpersonal & Communication**

* Strong, empathic communication and relationship management skills
* Communicates in a fluent, logical, clear and convincing manner verbally and in writing.
* Ability to listen effectively and develop an effective dialogue quickly.
* Works to establish mutual understanding to allow for collaborative working.

**Drive & Commitment**

* Self-motivated, pro active and shows a desire to continuously perform at a high level.
* Ability to think logically, use initiative and work with minimum supervision.
* Have a flexible approach to the work in response to organisational change & requirements, development and review of best practice.
* Through leading by example, fosters high standards of ethics and integrity.
* An energetic, confident and pro-active individual with excellent written, verbal and inter-personal communication skills with the ability to work independently and show initiative
* Meticulous attention to detail.

**Contract**

* 9 month Fixed Term Contract
* This contract is for 35 hours per week.

Your normal working week will be 35 hours per week. The nature of this post requires the holder is flexible in working hours to cover the operational times of the service and the centre. This will involve frequent evening and weekend work, at times when young people are available and/ out of school

* Salary is commensurate with experience - (€30,362 - €46,514)
* Employment with KDYS is subject to a satisfactory response from the Garda Vetting Unit being received in relation to any candidate under consideration and satisfactory reference checks being received.
* This post is subject to a 6 month probationary period.