



Volunteer and Engagement Coordinator



Candidate Application Pack

About Us

Home-Start Southwark and Lewisham has been providing targeted early intervention for vulnerable children and families for 30 years in Southwark, and 5 years in Lewisham.



Our Mission

We provide emotional and practical support to families who are having difficulties managing parenting for a variety of different reasons. We help the parents to create happier lives for their children.

Our Approach

Most parents would agree that being a parent, wherever you live, whatever your circumstances, isn't always easy. Combine that with additional pressures such as illness or financial worries, and without the support of family and friends, the pressures can seem overwhelming. Our approach is simple, but it works! We provide trained volunteers to help any parent, with at least one child under five, who is finding it hard to cope.

2024/2025 Performance

We supported

285

Families

of which

144 Parent &

234 Children

in **Lewisham**

including

370

Parents and

522

Children

We supported

83

Active Volunteers
who provided...

10,200 hrs

of family
support

What We Do

Home-Start Southwark and Lewisham works with families who are pregnant or have children under 5. Our core work is to provide weekly support from a trained peer volunteer or worker empowering families to make changes to improve their lives. The way we support families has relationships at its core – we believe, and our work proves, that the confidence and resilience gained by having someone standing alongside you offering encouragement and support, can make a huge difference to parents and children. Being a parent is difficult regardless of circumstances and many of our families are facing several additional challenges.

Our work is shaped by and responsive to the needs of the community we serve. It includes home visiting and providing a range of focused programmes, such as our current projects: Bump to Babe, Big Hopes Big Future, Being Together and Making it REAL.

Families start their journey with a referral, and then meet one of the Family Support team to discuss their strengths, areas for support and agree what they would like to work on with us. This really varies, and can include support with early learning, play, accessing services and activities in the community, emotional support to build confidence and resilience, and help with form-filling and budgeting.

A family is then matched with a carefully selected volunteer or worker who visits them for around two hours a week. Depending on the families needs and the projects and activities we're working on together, this could be for 6-9 months, or shorter more targeted work. The support is reviewed regularly, and adapted based on the family's evolving circumstances. Parents tell us that support from Home-Start is different from other services, that they feel they can be open and are not judged.

About The Role

Job title: Volunteer and Engagement Coordinator (VEC)

Location: You will be working across the boroughs of Southwark and Lewisham with an office base in SE1. The expectation is that you will be able to work from the office, or in the community according to your agreed working pattern and service needs.

Application deadline: Sunday 13th September 2026, midnight

Interview date: 25th September 2026 (please let us know on applying if you cannot be available on this date)

Salary: FTE £31-32.5k depending on experience (pro-rata based on a 36-hour week) including London weighting

Contract type: 18 months fixed term

Hours of work: 20-25 per week, ideally Weds- Fri

This is an exciting role developed in response to our continued growth across Southwark and Lewisham, and the increasing demand for our home-visiting and family support services. Home-Start Southwark and Lewisham has supported families with young children in Southwark for more than 31 years and has expanded into Lewisham over the last 6 years.

This role will be line-managed by the Senior Volunteer Coordinator, with priorities and tasks agreed and delegated through regular supervision. Both roles are part time and designed complement each other, providing volunteer programme coverage across the working week.

About The Role

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Our work changes families' lives through relationships. Volunteers giving their time to support local families every week are at the heart of this. This is a crucial role, ensuring that volunteers are safely recruited, well prepared, supported, connected, valued and equipped to provide compassionate, confidential and practical support to families facing challenges.

The growing demand for our services means we need to increase volunteer recruitment, improve retention, strengthen training and support, and build our community presence across the diverse communities we serve. While this role has a volunteering focus, it is important that the postholder has a full understanding of our services, safeguarding responsibilities, fundraising needs and community partnerships so that relationships developed through outreach benefit the whole organisation and the families we support.



Job Description

Job title: Volunteer and Engagement Coordinator (VEC)

Employer: Home-Start Southwark and Lewisham (HSS&L)

Responsible to: Senior Volunteer Coordinator (SVC)

Main Purpose:

- To support the SVC to deliver a creative, safe and effective volunteer programme for potential, new and existing volunteers, with the aim of growing our volunteer team and encouraging retention.
- To help ensure HSS&L recruits volunteers from a range of communities, backgrounds and life experiences, including those with lived experience of parenting & community support.
- To outreach, develop and grow relationships with local organisations, groups, schools, businesses and residents to raise the profile of HSS&L and encourage volunteering, donations, referrals and wider partnership opportunities.
- To contribute to volunteer training, support, communications and events so that volunteers feel informed, confident, appreciated and connected to HSS&L's mission.

Key Responsibilities

Outreach

- Promote the aims, ethos and projects of HSS&L by developing and growing relationships with local organisations, groups, and residents in each borough, with a focus on recruiting peer-support volunteers from within them.
- Seek opportunities to attend community events and settings, giving promotional materials, talks and presentations, to promote volunteering and the work of HSS&L.
- Make every contact count and be mindful of how outreach and engagement opportunities can benefit the wider organisation and community by promoting our services, growing partnerships and identifying fundraising opportunities where these present themselves.
- Work with the Operations Coordinator to make best use of social media platforms and online volunteering advertisements to raise awareness of HSS&L in local areas.

Job Description

continued

Volunteer recruitment, training and retention

- Support the SVC to devise and implement creative volunteer recruitment activity so that HSS&L has sufficient volunteers to meet service demand across Southwark and Lewisham, from a range of communities, backgrounds and life experiences, including parents and carers with lived experience of family and community support.
- Promote the benefits of volunteering with HSS&L to potential recruits, while clearly communicating the needs of families and the responsibilities of the volunteer role.
- Undertake delegated tasks in relation to the full volunteer journey, including:
 - Responding promptly and warmly to enquiries from prospective volunteers.
 - Supporting with application management, interviews, references, eligibility checks, onboarding and safer recruitment processes.
 - Developing and maintain volunteer marketing materials, online volunteering advertisements and community recruitment messages, monitoring response levels and suggesting improvements where needed.
 - Sharing the planning and delivery of the Volunteer Preparation Course at least three times a year, including practical arrangements such as venues, refreshments, resources, course materials and guest speakers.
 - Contributing to ongoing training programmes that prepare volunteers to support families with children, working with the team to identify relevant learning needs.
 - Creating a nurturing and encouraging volunteer environment where volunteers feel valued, appreciated, connected and motivated to continue volunteering.
 - Helping to organise events, informal gatherings and appreciation activities that support retention & help volunteers build relationships with one another and HSS&L.
 - Supporting effective volunteer communications, including newsletters, WhatsApp groups, updates, reminders and in-person communication, so that volunteers remain engaged and informed.
 - Recording and using training evaluations, volunteer feedback and volunteer turnover information to improve future recruitment, training, support and retention activity.
 - Maintaining accurate volunteer records and data in line with HSS&L procedures, confidentiality requirements and GDPR.

Job Description

continued

Commitment to Equality, Diversity, and Inclusion:

- Lead by example in promoting a culture of equality, diversity, and inclusion, championing these values both internally and externally
- Take proactive steps to address any incidents of discrimination or inequality, providing support and guidance to those affected.

The post holder may be required to undertake any other reasonable duties that fall within the nature of the role and responsibilities of the post as detailed above.

This post will require occasional evening or weekend work. Therefore, a flexible approach is essential. Any substantial or major changes will be negotiated with the postholder.

We are an equal opportunities employer and welcome applications from all sections of the community. Southwark and Lewisham are diverse boroughs and we particularly welcome applicants from global majority ethnicities, and those who speak additional languages.

The role is subject to appropriate proof of right to work in the UK.

Home-Start Southwark and Lewisham takes very seriously the duty of care to safeguard and promote the welfare of children and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice. Our safeguarding policy recognises that the welfare and interests of children are paramount in all circumstances. All roles at Home-Start Southwark and Lewisham are subject to an enhanced DBS Check.

Person Specification

Role-specific essential criteria

- Strong promotional, presentation and networking skills, with the confidence to speak and write clearly about HSS&L's work to a range of audiences.
- Ability to communicate effectively, sensitively and professionally with volunteers, families, colleagues, partners, community organisations.
- An understanding of and familiarity with Southwark and/or Lewisham, local need, networks and services.
- A strong belief in the importance of early years, family support, volunteering and community-led support for parents and children.
- Ability to establish, develop and maintain effective relationships with a wide variety of people and organisations.
- Enthusiasm, self-motivation and initiative to help develop this role and contribute creative ideas for recruitment, outreach, training and retention.
- Ability to work both independently and as part of a team, managing competing priorities and following agreed processes.
- Understanding of professional confidentiality, safeguarding, safer recruitment and the importance of accurate record keeping.
- Knowledge of, and commitment to, equality of opportunity, inclusion, diversity and anti-discriminatory practice.
- Eligible to work in the UK and willing to undertake relevant training, including safeguarding and role-specific development.
- Able and willing to travel across Southwark and Lewisham and access a variety of community venues and premises.
- Experience of using MS365, Word, Excel, Outlook.

Role-specific desirable criteria

- Experience of working in a small team, voluntary organisation, charity or community setting.
- Understanding of the needs of families with young children, including the pressures that can affect family life such as isolation, perinatal mental health, domestic abuse, relationship difficulties, disability, illness or financial hardship.
- Experience of supporting, coordinating, training or retaining volunteers.
- Experience of delivering training, presentations, workshops or group sessions.
- Relevant professional training or work experience in areas such as education, social care, early years, family support, community development, volunteer management, communications or fundraising.
- Experience of developing relationships with local organisations, community groups, schools, businesses or statutory partners.
- Experience of using Canva, social media, or CRM databases.
- Able to work occasional evenings or weekends as required, with reasonable notice.

How We Work

Collaborative working

Team working and respectful, positive relationships are integral to the way HSS&L operates. We want people to;

- work constructively and collaboratively with a diverse team of colleagues, sharing knowledge and learning and suggesting creative ideas for how things might be done differently
- offer help and support to others
- speak up in team meetings and one to ones, sharing feedback and honest views in a constructive way

Professional pride

We know it is important that we take personal and collective pride in the work we do so that we are always doing the best we can for our volunteers, families and each other. This will be evidenced through;

- A strong, professional desire to make a positive difference to the families and volunteers we work with and deliver outcomes that further our mission and aims
- Celebrating our achievements and the achievements of others
- Talking positively about HSS&L in a range of different environments
- Setting high standards for ourselves and others and being honest when those standards haven't been met
- Learning from our mistakes or times when something should have been done differently

Equality, diversity and inclusion

HSS&L sees difference in people as a strength and something to be celebrated. We want people to;

- always be respectful in their interactions with others
- ask others what they want or need rather than tell them what is best
- understand how to integrate diversity, inclusivity and non-discriminatory practice into everything we do as an organisation
- consider where different treatment is appropriate and be confident enough to justify it

How We Work

continued

Flexibility and resilience

Change is an ongoing feature of working life. At HSS we always want to evolve the ways we work so that we maximise the potential of all of our team, make work interesting and flexible and deliver the best possible outcomes. To achieve this, we want people to;

- react positively to change and suggest new ways of working
- be honest about concerns but seek to find solutions
- be willing to work differently or take on new activities where that is appropriate to their role
- take personal responsibility for managing their work/life balance and ask for help if this is difficult

IT and digital

In a digital age, HSS wants to maximise the potential of technology to enhance the effectiveness of the organisation. We want people to;

- use the technology provided to record activities and promote and deliver services
- build their confidence in using new hardware, software and applications
- share their knowledge with others so that we can all benefit
- identify training or development needs as appropriate

We offer:

- A friendly and supportive team culture.
- Opportunities for professional development and training.
- Regular supervision, including access to clinical supervision and/ or leadership coaching as appropriate.
- 5 weeks (180 hours) FTE annual leave per calendar year plus Statutory Bank Holidays and 4 Concessionary days.
- Flexible working where operationally possible.
- Employer pension contribution.
- The opportunity to make a real difference to local families every day.



To visit our website,
please scan the code



www.homestartsouthwark.org.uk

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