

JOB DESCRIPTION

Job Title	Senior Route 1 Co-ordinator		
Service	Children and Families		
Reporting to	Route 1 Team Manager		
Grade	11		
Evaluation ref:	TR0317	Job Family ref:	
Role Purpose			
The Senior Route 1 Co-ordinator plays a key role in delivering and developing non-statutory Independent Visitor relationships for young people aged 18 to 25. The postholder supports and advises a cohort of volunteers, ensuring they are equipped to build positive, consistent relationships that improve outcomes for care-experienced young people. The role also contributes to training design and delivery and community engagement, helping to attract and develop a strong and diverse volunteer network. Working closely with the Route 1 Team Manager, the role provides leadership across the service by overseeing volunteer recruitment, supervision, and quality assurance processes. The Senior Co-ordinator acts as a key advocate for young people, particularly in complex situations, ensuring their voice is heard and central to decision-making. Through collaboration with colleagues, partners, and communities, the role helps maintain high standards of practice and supports the continuous improvement of services for young people transitioning into adulthood.			
Accountabilities			
Oversee the recruitment and training of volunteers who will specifically be matched to a young person who are 18 years old or over. You will manage, support and advise those volunteers. Oversee all non-statutory Independent Visitor relationships and will be expected to follow a group supervision model to support your team colleagues in achieving best outcomes for young people aged 18-25. Act as a deputy for the Route1 Team Manager, with specific oversight of non-statutory Independent Visitor relationships. You will be responsible for Quality Assurance work to ensure that we are achieving best outcomes for young people whom we are a corporate parent for. Act as an advocate particularly where issues are challenging or complex. For young people over 18, this may specifically link to a complaint they wish to make. Route1 is a service that champions children's rights and there will be occasions whereby you will need to challenge organisations and services if their voice is not central to planning. Deliver services in accordance with National Standards for advocacy, National Standards for Supporting Volunteers and National Standards for Independent Visitors.			

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Keep accurate and timely records and provide written information and reports when required. Use IT systems, inclusive of Route1 database and Excel spreadsheets.

Lead or contribute to community engagement activities to attract and retain a diverse volunteer network.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable
Knowledge		
Knowledge of and interest in the principles underlying voluntary work.	X	
An interest and concerns for the needs of young people and their families.	X	
Strong knowledge of the principles and good practice underpinning working with volunteers, including recruitment, supervision and support.	X	
Knowledge of the needs and challenges faced by care-experienced young people aged 18–25, including approaches to improving outcomes and supporting transitions into adulthood.	X	
Working knowledge of relevant legislation and national standards relating to advocacy, volunteering, and services for young people.	X	
Awareness of community engagement approaches and strategies to build diverse and inclusive volunteer networks.	X	
Experience		
Experience of maintaining accurate records and producing reports to support service delivery.	X	
Experience of engaging with communities or supporting recruitment/attraction activities (e.g. volunteers, participants or service users).	X	
Experience of delivering or supporting training, coaching or development for volunteers or staff.	X	
Experience of supervising or co-ordinating the work of staff or volunteers.	X	
Experience working with young people in either a youth work, teaching or social care field.	X	
Experience in working with families and the public.	X	
Experience of organising and leading meetings.	X	
Experienced IT user, with the ability to use databases and Microsoft Excel.	X	

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Experience of working with young people who are care experienced.		X
Experience of working with young people with disabilities.		X
Qualifications/Registrations/Certifications		
Level 3 qualification in either social care, teaching or youth work.	X	
Evidence of leadership qualification or training.		X
Evidence of continuous professional development.		X
Skills		
Ability to analyse information and use it to improve service delivery and outcomes.	X	
Ability to co-ordinate and oversee a service or programme, ensuring consistent and effective delivery.	X	
Ability to take a leadership role, including deputising for a manager and making informed decisions.	X	
Strong communication skills (verbal and written in English), with the ability to build effective relationships with young people, volunteers and professionals.	X	
Ability to manage complex and sensitive situations, including advocating on behalf of individuals and constructively challenging other professionals or organisations.	X	
Ability to maintain confidentiality, impartiality and professional boundaries.	X	
Good time management and organisational skills.	X	
Ability to work with flexible hours when required, including weekends and evenings.	X	
Ability to use and contribute towards social media posts and/or marketing opportunities		X
Working Conditions		
Dimensions of the role		
The budget of Route1 is approximately £400,000. It is the responsibility of the Team Manager and Service Manager to monitor and manage spend.		
Working Arrangements		

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Corporate Accountabilities

Understand, uphold, and promote the aims of the Council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all

Date of Evaluation: 23/07/26