



Gasóga na hÉireann - Scouting Ireland			
No:	Issued:	Amended: N/A	Next review date: Jan 2026
Category: Core team - Terms of reference			
Volunteer and Group Support Department			
Related Documents: Core team skill sets (November 2021)			
Revision: 1	Date:	Description: Document	

Description

The Volunteer and Group Support Core Team

Duration of Term

Project Team duration: 36 months

Commencing: 1st Feb 2023

Termination: 31st January 2026

Core Team

- The role of the Core Team will be to provide advice and support to the department on the following matters:
 - **Relevant policy development and revisions**
 - **Input into strategic planning**
 - **Annual Business and budget**
 - **Input into the annual work programme based on strategic objectives/KPI's**
 - **Provide advice, support and mentoring for the work of the department including project teams**
- The makeup of the Core Team will be made up as follows:
 - Volunteers and staff members (including department manager) with the appropriate skills and experience
 - The Chair, who must be a volunteer, will be chosen from within the core team on an annual basis.
 - Volunteer members will serve for maximum of three years on the Core Team
 - The core team can co-opt member(s) as and when required.
- The Department is there to support Scout Groups and Volunteers throughout the Country across several areas:
 - Training & Delivery of Training
 - Development of Training
 - Review of Training
 - Group Support
 - Conflict and Dispute Resolution
 - Adult Support & Awards
 - Membership
 - QSE
 - Heritage

Project teams

Project teams will be established to carry out designated project(s) as required and defined by a Terms of Reference

Reporting

- The Department Manager reports to the CEO on behalf of the department and the core team
- The Core Team, through its Chair, will have access to the CEO
- The Departmental Manager and the Chair of the Core Team will have access to the relevant Board Sub Committee(s)
- Project teams will report as stipulated in their terms of reference

Key Actions

These are based on strategy and agreed KPI' s in line with the principles contained within the Programme Services Department Charter

Accountabilities

- Accountable to the CEO
- The department must comply with Scouting Ireland's strategic plan, Scouting Ireland's governance, the risk policy and all relevant statutory guidelines and legislation in Northern Ireland and the Republic of Ireland

- Project teams will be accountable as per the ToR's

Responsibilities

The Responsibility of the Department is:

Delivery of Training

- Provide regular and country-wide trainings for volunteers to train, re-train and upskill according to Scouting Ireland's Policy
- Ensure training is provided by the most suitable, qualified trainers and ensure that is regular train- the-trainers sessions to provide peer-to- peer learnings and upskill new volunteers
- Ensure the entirety of the island is supplied with training opportunities, as appropriate.
- Allow consultation with groups to provide the most relevant training at appropriate intervals.

Development of Training

- Ensure a review and evaluation process is in place to monitor and review the current training.
- To anticipate training requirements and demand for courses.
- Review, monitor and evaluate activities of the Department Group Support.
- Support various aspects of group running by liaising and getting advice from various departments.
- Answer queries, give advice and help groups deal with any issues in an timely and efficient manner.

Group Support

- Provide regular updates and information about the organization and legislation to keep groups up to date with their responsibilities.
- Supporting groups to meet all their compliance needs.

Adult Support and Membership

- Provide an appropriate and accessible way for all adult members to complete the necessary training(s) and qualifications to fulfil their volunteer role.
- Provide phone and online support to members and groups who need assistance with updating or queries to their membership.
- Provide support to members through complaints and disputes procedures.
- Support all members at group level to deliver a quality scouting experience.
- Provide upskilling opportunities to adult members.

Grievance, Dispute and Disciplinary

- Administer the disputes and complaints procedures.
- Provision of appropriate and qualified candidates for the correct running of these services.
- The writing and constantly updating of policy and procedures in relation to disputes and discipline, as appropriate.

Heritage

- Ensure the heritage of the founding Associations and Scouting Ireland is recorded and secured.

Delivery of QSE

- Facilitating the evaluation of groups and monitor the completion of action plans.
- Ensure that all information generation is efficient and used effectively.

Awards.

- Ensure there is an accessible process for groups to apply for awards.
- Administer the awards process efficiently.

Role Competencies

Leadership

- Brings a focus and drive to building and sustaining high levels of performance and addressing performance issues as they arise.
- Work collaboratively with stakeholders to set out a vision of high-quality services, focusing on the needs of Gasóga na hÉireann / Scouting Ireland membership.
- Motivates and supports colleagues and stakeholders.
- Operates with self-assurance and demonstrates ability to handle challenging situations confidently.

Teamwork

- Ability to work well within a team and individually, as appropriate.
- Places an emphasis on working together as an integral part of the Programme Services Department.



- Builds and maintain effective relationships with relevant stakeholders.
- Drive and commitment to service values.
- Is self-motivated and shows a desire to provide the best quality scouting experience to our members.
- Through 'leading by example', fosters the highest standards of ethics and integrity.

Skill sets

The core team will be comprised of a number of members, who have a variety of skill sets and experience, to offer the best support and advice to the Volunteer and Group Support Department. The full complement of the team will be comprised of Department Manager, VGS staff, Scouting personnel and external/co-opted experts.

The identified skill sets for this open call include.

Scouts and Scouters who have a deep understanding of Scouting, its principles and educational objectives. These candidates will have a practical knowledge of how scouting works and how the delivery of scouting for volunteers can be made easier and faster.

Candidates who have experience in communications and delivering the VGS core team messages via multiple channels

Candidates who have experience and knowledge related to delivery of training to adults. It is not a requirement that VGS team members are certified SI trainers, but it can be an advantage.

Candidates who have experience and knowledge in the area of Adult Resources

Candidates who have experience and knowledge of educational methods and design of training materials for a wide ranging audience

Candidates who have experience in project management, programme and initiative creation.