



## **Job Description**

### **Independent Living Volunteer Co-ordinator (London and Home Counties)**

**Reports to:** Director, DLF

**Salary:** £25,000 - £30,000 per annum

**Level:** Experienced Professional/Technical Specialist

DLF is part of Shaw Trust. For nearly 50 years DLF has been providing impartial information on assistive technology/equipment for daily living to help people live at home independently.

#### **Purpose of the job:**

To work as part of the DLF team to develop, coordinate and deliver high quality volunteer support in local communities.

#### **Key Duties**

##### Programme quality

- Ensure the effective delivery of localised volunteer support to DLF's independent living information and advice services, promoting understanding and uptake of assistive technology in the home.
- In collaboration with the DLF team, deliver against the agreed volunteer strategy and offer innovative, timely and cost-effective solutions to enable the programme to achieve its aims.
- Ensure that colleagues in your programme understand the volunteer policies and procedures, applying them fairly and consistently.
- Ensure high quality services by connecting to target organisations and individuals by understanding needs and feedback.
- To establish a co-production framework that focuses on evolving services to continuously improve.

- Co-ordinate and facilitate service user forums and groups, collating feedback on the quality of volunteer support and identify areas for improvement.
- Work with the Shaw Trust National Volunteers' team to meet, and where possible exceed, all internal and external quality standards – including Investing In Volunteers.

#### Programme co-ordination, delivery and development

- Be responsible for the local volunteer recruitment strategy and processes for your project, in line with DLF's needs and the programme's recruitment targets.
- Be responsible for training DLF volunteers in simple items of assistive technology and ensure completion of DLF Trusted Assessor training so that volunteers are competent to demonstrate assistive technology to community groups.
- Be responsible for DLF's volunteers to ensure that recruitment, induction, delivery, communication and support processes are implemented and maintained in the programme.
- Develop and co-ordinate a timetable of activities delivered by volunteers for targeted groups that will enhance the participant's wellbeing through understanding and uptake of assistive technology
- Enable volunteers to access online training and any local face-to-face training organised within the agreed development framework for Shaw Trust Volunteers and the programme delivery.
- Undertake one-to-one supervisions with volunteers on an agreed basis.
- Ensure the contribution of volunteers and impact of their support is recognised through reward and recognition activities.
- With support from the National Volunteers' Team, support the processing of volunteer and other expenses for the DLF programme.

#### Stakeholder engagement

- Establish and maintain effective and enduring relationships with DLF colleagues, the National Volunteers' Team, volunteers, partner organisations, volunteer referral agencies and other key stakeholder groups.

- Co-ordinate and organise the facilitation of sessions for target organisations and individuals.
- Represent DLF and its volunteer scheme at conferences, events, external meetings and networking opportunities.

#### Record keeping and data management

- To maintain effective and efficient administrative procedures including appropriate volunteer contact details, activity records and audit trails on our database (Salesforce).
- Liaise with the National Volunteers' Team to collate management information and use this to inform development of the programme.

#### Communications and promotion of the programme

- Collate and share, with the National Volunteers' Team and operational team, case studies on a regular basis in order to evaluate the volunteers' experience and illustrate the benefit provided to DLF stakeholders.

#### Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff and volunteers to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

## Person Specification

**Job Title:** Independent Living Volunteer Co-ordinator (E = Essential D = Desirable)

### SKILLS AND CORE COMPETENCIES

#### Technical competency (qualifications and training)

- Line management experience (D)
- Good IT skills – to present data via Word, Excel, PowerPoint and PDF (E)
- Experience navigating web-based platforms for recruiting volunteers (D)
- Experience using data management systems for processing expenses and recording personal data (D)
- Good knowledge of social media platforms and how they can be used to engage with stakeholders, both existing and potential (D)

#### Experience

- Knowledge of assistive technology – equipment that can help people to live independently at home (D)
- Experience of community-based initiatives (E)
- Knowledge of volunteering and community initiatives (E)
- Experience in dealing with and influencing a wide range of people (E)
- Experience of delivering training and presentations (D)
- Experience of project management (D)
- Experience of working within a dispersed team across a broad geographical area (D)

#### Skills and Attributes

- Highly organised professional with evidence of developing relationships with stakeholders (E)
- Strong effective and enthusiastic communicator in writing and in interpersonal communication (E)

- Ability to manage and support a caseload(E)
- Ability to influence in a difficult environment (E)
- Ability to work flexibly to cope with the varying demands of the role and achieve desired results (E)
- Ability to work on own initiative and as part of a team (E)
- Excellent time management and the ability to prioritise a workload (E)

#### **Personal qualities, communicating and relating to others**

- Positive attitude to older and disabled people (E)
- Flexible, adaptable and innovative (E)
- Enthusiasm for the value and impact of volunteers (E)
- Enthusiasm for the value and impact of Assistive Technology volunteers (E)
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey messages clearly (E)

#### **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)
- This post requires an enhanced Disclosure and Barring Service check (E)

#### **Other**

- Willingness to undertake frequent travel in and around London and Home Counties (E)
- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)