

Job Description

Job Title: Volunteer Co-ordinator

Reports to: Supply Chain Manager

Work & Health Programme

Salary: Other Regions £23,800 - £28,800

South East £24,990 - £29,990

London £26,180 - £31,180

Location: CPA5 – Homebased.

Purpose

As a Volunteer Co-ordinator you will work as part of a team to attract, recruit, train, coordinate, develop and deliver high quality volunteer support to our volunteers who add value to the help that Shaw Trust offers its clients, and that meets with the organisation's values.

You will promote the Expert Volunteer Offer to our Area Teams on WHP and give support to helping our participants get the right intervention support.

Main Duties and Responsibilities

Programme Quality

1. Ensure the effective delivery of volunteer support to the programme and its clients, by managing a pipeline of active volunteers.
2. Meet, and where possible exceed, all internal and external quality standards – including the Investing in Volunteers framework.
3. In collaboration with the programme team, deliver against the agreed volunteer strategy and offer innovative, timely and cost-effective solutions to enable the programme to be best-in-class.
4. Ensure that colleagues on the programme understand the volunteer policies and procedures, applying them fairly and consistently.
5. Ensure 'best in class services' by working with clients and volunteers to understand client needs and feedback.

Programme co-ordination, delivery and development

1. Be responsible for the local volunteer recruitment strategy and processes for the programme in line with Shaw Trust's needs and the programme's recruitment targets.
2. Liaise with the central Volunteers' Team to request involvement in any national volunteer recruitment campaigns, delivered through the Trust's national social media accounts, or press and PR.
3. Be responsible for the programme's caseload of volunteers, ensuring effective recruitment, induction, delivery, communication and support processes are implemented and maintained in your programme to ensure that each volunteer has a rewarding and positive experience
4. Enable and encourage the volunteer caseload 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.
5. Ensure the contribution of volunteers and impact of their support is recognised through the reward and recognition activities.
6. Support the processing of volunteer and other expenses for your programme.

Stakeholder engagement

1. Establish and maintain effective and enduring relationships with operational colleagues, the central Volunteers' Team, volunteers, partner organisations, volunteer referral agencies and other key stakeholder groups.
2. Co-ordinate and organise the facilitation of sessions for clients that are offered as part of our employer supported volunteer programme (as appropriate) when these opportunities are cascaded by the central Volunteers' team.
3. Represent Shaw Trust and its volunteer scheme at local recruitment events, external meetings and networking opportunities.
4. Help identify opportunities which enables volunteers to deliver services across the wider charity
5. Become champions of the Shaw Trust Staff Volunteering Days and take part in these

Record keeping and data management

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

Communications and promotion of the programme

1. Collate and share case studies on a regular basis in order to evaluate the volunteers' experience and illustrate the benefit provided to Shaw Trust's clients.

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 of 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 a Diversity and Inclusion Policy and it is the responsibility of all staff 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. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or

concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

<p>Person Specification</p> <p>Job Title:</p> <p>(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Volunteer management qualification or equivalent (Level 3) or willing to work towards (D) • Experience navigating web-based platforms for recruiting volunteers (D) • Experience using data management systems for day to day support of volunteers and those we support (D)
<p>Experience</p> <ul style="list-style-type: none"> • 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) • Experience of working in a mental health/employability/wellbeing context previously. (E) • Experience of working with service users and stakeholders to evaluate services. (E) • Proven experience of volunteer management, supervision, and development (D) • Knowledge of successful methods used to engage and support volunteers (D) • Understanding of best practice across all aspects of volunteering (D)

Skills and Attributes

- Good IT skills – to present data via Word, Excel, PowerPoint and PDF (E)
- Highly organised professional with evidence of developing relationships with stakeholders (E)
- Strong effective communicator in writing and in interpersonal communication (E)
- Ability to influence in an environment with multiple stakeholders (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 and manage conflicting priorities (E)
- Good knowledge of social media platforms and how they can be used to engage with stakeholders, both existing and potential (D)

Personal qualities, communicating and relating to others

- Positive attitude to disability, health problems and employment problems (E)
- Flexible, adaptable and innovative (E)
- Enthusiasm for the value and impact of volunteers (E)
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey messages clearly (E)
- Previous volunteering experience (D)

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 a Disclosure and Barring Service Check at an Enhanced level (E)
- Have relevant up to date knowledge of safeguarding practices including safer recruitment (D)

Other

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