



Job Description

Volunteer Co-ordinator Work and Health

Reports to: National Volunteering Manager

Salary:	Other Regions	£23,800 - £28,800
	South East	£24,990 - £29,990
	London	£26,180 - £31,180

Location: Various Locations across the Central Region
Various Locations across the Home Counties
London

Purpose of the job:

To work as part of the Work and Health Operational Team to recruit, coordinate, develop and deliver high quality volunteer support to add value to the help Shaw Trust offers its clients, and that meets with the organisation's values.

Key Duties

Programme quality

- Ensure the effective delivery of volunteer support to the programme and its clients.
- Work with the National Volunteers' team (via an allocated Volunteering Development Specialist) to meet, and where possible exceed, all internal and external quality standards – including Investing In Volunteers.
- In collaboration with the team, deliver against the agreed volunteer strategy and offer innovative, timely and cost-effective solutions to enable the programme to be best-in-class.
- Ensure that colleagues on the programme understand the volunteer policies and procedures, applying them fairly and consistently.
- Ensure 'best in class services' by working with clients and volunteers to understand client needs and feedback.

Programme co-ordination, delivery and development

- 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.
- Liaise with the National Volunteers' Team to request involvement in any national volunteer recruitment campaigns, delivered through the Trust's national social media accounts, or press and PR.
- Be responsible for the programme's caseload of volunteers, with support from Lead Volunteers, ensuring effective recruitment, induction, delivery, communication and support processes are implemented and maintained in your programme.
- Enable 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 (agreed by the National Volunteers' Team).
- Ensure the contribution of volunteers and impact of their support is recognised through the reward and recognition activities.
- With support from the National Volunteers' Team, support the processing of volunteer and other expenses for your programme.

Stakeholder engagement

- Establish and maintain effective and enduring relationships with operational 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 clients that are offered as part of our employer supported volunteer programme when these opportunities are cascaded by the National Volunteers' team.
- Represent Shaw Trust and its volunteer scheme at local recruitment 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 and help identify trends.

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 Shaw Trust's clients.

General

- To undertake any further training as identified in the Shaw Trust review procedures.
- Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
- 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.
- 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.
- The Trust has an Equality and Diversity 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.
- 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.

- Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- 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: Volunteering Development Specialist (E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- 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

- 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)

Skills and Attributes

- Highly organised professional with evidence of developing relationships with stakeholders (E)
- Strong effective 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 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)

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