

## Volunteer Engagement and Co-ordination Officer

### Job description and person specification

<b>POST</b>	Volunteer Engagement and Co-ordination Officer
<b>EMPLOYER</b>	VOCAL – Voice of Carers Across Lothian
<b>SALARY</b>	SJC SCP 48. £16.84 per hour. Pro rata of £31,634 full-time
<b>HOURS</b>	30 hours, over four or five days
<b>LOCATION</b>	Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh EH6 5HB – with regular visits to VOCAL's Midlothian Carer Centre at 30/1 Hardengreen, Dalhousie Road, Eskbank EH22 3NX

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### Purpose of the post

VOCAL is a carer-led organisation employing 60 staff, supported by a team of nearly 50 volunteers, who are based at the Edinburgh Carers' Hub and Midlothian Carer Centre, and within several health and social care settings across Edinburgh and Midlothian.

VOCAL's Senior Management Team provides oversight and direction for volunteering within the organisation. Working as part of a small HR and Volunteering team, the Volunteer Engagement and Co-ordination Officer plays a key role in:

- expanding VOCAL's positive culture of volunteering and ensuring a thriving volunteer network
- leading VOCAL's recruitment, induction, training, support, coordination and motivation of our volunteers
- developing and updating volunteer policies and procedures
- supporting the development and implementation of VOCAL's quality assurance standards for best volunteering practice (*Investing in Volunteers*).
- working closely with our volunteer line managers, providing guidance and training as required
- co-ordinating, supporting and attending volunteer events
- carrying out relevant project work, including writing reports with recommendations
- providing general administrative support within the HR and Volunteering team

### VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
  - build on their strengths and skills

- identify and achieve their outcomes
- strengthen their resilience
- improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

## **Improved outcomes for carers**

The post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

## **Person Specification**

The ideal post holder will be enthusiastic and passionate about volunteering, friendly, flexible and adaptable. They will be expected to evidence and demonstrate the following:

### **Experience (Essential)**

Relevant experience in:

- working with, supporting and motivating volunteers in the third or charitable sector
- recruiting and interviewing volunteers, ensuring they are appropriately matched with the role and the organisation
- organising and delivering relevant volunteer information, induction and training events to ensure that volunteers have the necessary knowledge and skills to perform their roles effectively
- building and maintaining positive relationships with a diverse group of individuals, including volunteers, staff members, and external stakeholders
- addressing challenges and solving problems that may arise in a volunteer programme

### **Knowledge (Essential)**

- a thorough knowledge of volunteering policies, procedures and best practice
- good knowledge and understanding of the motivational and training needs, and pastoral support, of volunteers
- knowledge and understanding of, and commitment to, data protection, safeguarding and confidentiality issues

### **Skills and abilities (Essential)**

- excellent verbal and written communications skills
- excellent IT skills (Microsoft office and ability to use databases), and a willingness to learn new skills and to embrace and harness new technology
- exceptional attention to detail, with strong organisational, administrative and time management skills, including an ability to plan and prioritise work effectively, and to adapt to changing circumstances and priorities
- ability to work effectively on their own and to use good judgement in problem solving and decision making
- good teamwork and a collaborative approach, with the ability to form effective working relationships, in particular ability to build rapport and maintain positive relationships with volunteers

### **Experience, Knowledge and Skills (Desirable)**

- experience of creating volunteer policies and procedures
- an understanding of issues affecting carers
- an awareness of monitoring and evaluation systems

### **Job description**

- Contribute to the development of an annual volunteer strategy, leading on identified priorities
- Support VOCAL to assess and monitor organisational needs to determine the number and range of volunteer roles offered across VOCAL services
- Consult with and support colleagues to develop role descriptions for volunteer positions
- Guide and advise volunteer line managers on volunteering processes, providing training and facilitation where needed and ensuring ongoing appropriate support through regular informal contact and more structured reviews
- Manage the volunteer recruitment process, including pre-volunteering checks (such as references and criminal record checks where appropriate)
- Prepare and deliver information sessions as well as induction training and materials for new volunteers, including the ongoing development of a volunteer handbook
- Foster a sense of community amongst VOCAL volunteers by regularly sharing updates through VOCAL's Intranet, and other appropriate methods, ensuring they are informed and engaged with VOCAL
- Cultivate a positive and inclusive volunteering culture across VOCAL which recognises the value of volunteering for carers and adheres to best practice standards and legislative requirements
- Maintain high quality standards and create, and ensure compliance with, VOCAL's volunteer policies and procedures
- Lead on the delivery of VOCAL's Volunteer Survey (bi-annual)
- Collaborate with colleagues to create and deliver a calendar of social, recognition and learning activities/ opportunities for volunteers

- Liaise with VOCAL's Partnership and Business Manager to develop links with partner organisations, support corporate volunteers and identify areas for development
- Use VOCAL's HR database (*Breathe HR*) to capture and maintain accurate information on volunteers and to support wider HR administrative activities
- Coordinate communication with volunteers and the organisation through various channels, including social media
- Undertake monitoring and evaluation of volunteering across VOCAL, providing updates through regular reporting and presentations, ensuring that carers are represented
- Identify policy and process improvements and recommend changes to the Senior Management Team where required
- Promote VOCAL, its volunteer efforts and its accomplishments internally and in public, representing VOCAL at external volunteer events
- Undertake all administrative duties associated with the role
- As part of the HR and Volunteering team, provide general administrative support for HR activity as required. This will include, but will not be limited to: placing job adverts; undertaking pre-employment checks; populating/ making changes to Breathe HR; assisting with small administrative projects.

### **General Duties**

The post holder will be expected to consistently and effectively perform a number of general duties:

- Comply with Carer Centre policies and procedures such as data protection and confidentiality, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement and participate
- Participate in VOCAL staff team planning meetings
- Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

### **Accountability, Management and Development**

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six months' probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will initially be answerable to the HR Manager and will be invited to provide quarterly progress reports at Senior Management Team meetings and occasional reports to the HR Committee.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

## Conditions of Service

The post is 30 hours per week over four or five days and may include occasional evening and weekend work. VOCAL operates a 36-hour week for full time staff.

There will be a six-month probationary period.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- Cycle to Work Scheme.

The postholder will be expected to obtain a Basic Disclosure through Disclosure Scotland and become a countersignatory for volunteer PVG (Adult) checks.

