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| **Job Title** | **Volunteer Co-ordinator** |
| **Responsible to** | **Volunteer Manager** |
| **Responsible for** | To attract, recruit, induct, train, support and retain appropriate operational, community and corporate Volunteers so that the people we support can have increased access to their community, helping them realise their ambitions in life.  To work with Volunteers to drive collaboration and maximise opportunities arising from our volunteering function for the benefit of SeeAbility. |

**Your role**

## The post holder will recruit and co-ordinate an appropriate, efficient and effective service based Volunteer workforce in line with the needs and ambitions of people we support and SeeAbility’s service needs. They will operate with a view to increasing and strengthening the Volunteering workforce.

## They will also act as a contact person for each Volunteer, to provide regular support and to ensure integration with the local staff Team. They will provide an information loop to the local Service Manager/s and Volunteer Manager and the Fundraising Team on all aspects of volunteer opportunities and development as appropriate.

**Our values**

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| **We are Brave** | * We believe in being different: We seek new ways of working, thinking and ideas. We want to be extraordinary. |
| **We are Passionate** | * We want to make a difference. We work as a team to improve for the greater good, not only for the people we support but for our team and SeeAbility as a whole. We are completely committed to each other’s success. |
| **We are Creative** | * We are enablers. We create solutions by thinking and acting differently. We break down barriers. We don’t see rules as boxing us in, but as the norms that evolve with us on our way to being the best. |
| **We do what is right** | * We lead by doing the right thing. We are dependable and believe in delivering on commitments and using sound judgement and common sense to determine what is right. |

**Your responsibilities:**

**Volunteer Recruitment, Training and Induction**

* Research and get approval from service managers for appropriate Volunteering opportunities and role descriptions based on the needs of the organisation and the ambitions of people we support.
* Encourage applications from Volunteers by advertising locally using appropriate methods including online.
* Interview and recruit appropriate Volunteers, involving and liaising service manager as appropriate, to ensure they are appropriately matched to specific roles.
* Induct, train, monitor, support and motivate Volunteers and their work.
* Participate in delivering a local induction and other training for Volunteers as necessary, with support from the training Team and/or Specialist Services Team.
* Build links with Volunteers so that any appropriate connections and networks can be accessed, if possible.
* Promote Volunteering (internally and externally) through recruitment, publicity strategies and campaigns.
* Attend relevant Volunteering events locally.
* Network with relevant organisations in the local community.

**Administration and Retention**

* Complete and process all paperwork and processes related to applicants including taking references, guiding applicants through the DBS process and checking identity documents, ensuring accuracy of information, confidentiality and secure record keeping.
* Provide Key Performance Indicator (KPI) data on Volunteers and their activity to the Volunteer Manager.
* Organise a local, annual Volunteer award ceremony and thank you event or similar as agreed with the Volunteer Manager.
* Keep up-to-date with legislation and policy related to Volunteering.
* Undertake other administrative duties on an as needed basis.

**Networking:**

* To work in conjunction with the Partnerships Team, Volunteer Manager and Service Managers to identify potential new opportunities from operational, community and corporate Volunteers.
* To work in collaboration with the Fundraising Team to attract potential new Community and Corporate Volunteering Teams for projects at services.
* To maintain close working relationships with SeeAbility staff, particularly the Fundraising Team, Service Manager, Volunteer Manager and Volunteers.

**Social Media, Marketing & Publicity:**

* Support SeeAbility social media activity by sharing stories and content, including pictures, about local volunteering and other activity.
* Celebrate Volunteering by nominating Volunteers for relevant awards and organise celebration events.
* To promote and champion the role of Volunteers, both internally and externally, so that they are respected and valued for their contribution to the organisation.

**Other:**

* Undertake training in line with development of the role, as directed by the Volunteer Manager.
* To ensure the role holder and Volunteers assist in maintain a safe working environment and to follow the requirements of SeeAbility’s Health and safety Manual (policies and procedures) and any local codes of working practices.
* Carry out other duties commensurate with this post as requested by the Volunteer Manager including attending at least one fundraising event per year out of office hours for which time off in lieu (TOIL) is not claimed.
* Liaise effectively and efficiently with other departments and SeeAbility locations, undertaking tasks as required to support requests.
* Provide confidentiality at all times, working appropriately with sensitive documentation.
* Adhere to all relevant Volunteering and other regulatory guidelines.
* Adhere to all relevant legislative obligations relating to Volunteering.

**Notes:**

* It is the Charity’s policy to review Job Descriptions on an annual basis to ensure it accurately reflects the requirements of the role. This Job description will therefore be subject to change and development in line with the needs of the Section / Charity. Any such changes will be discussed and agreed with the post holder.
* The post holder is expected to be conversant with and work within the aims and objectives of the Section / Charity and to adhere to current policies, practices and procedures.

**Your knowledge, experience and skills**

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| **Knowledge & qualifications** | * Educated to GCSE level or equivalent (Including Maths). * Ideally Educated to A level or equivalent. |
| **Experience** | * Voluntary experience is essential. * Although the role involves the management of Volunteers rather than employees, many Volunteer Co-ordinators use the same skills as people working in human resources, and therefore HR-related qualifications and training are beneficial. |
| **Skills** | **You will need to show:**   * Excellent communication skills. * Strong interpersonal skills and the ability to deal with a diverse range of people. * Experience of managing or Co-ordinating projects and Volunteers (paid or unpaid). * An empathy with Volunteers and an understanding of their needs * The capacity to inspire and motivate others. * The ability to deal with information in a confidential manner and respond with sensitivity. * Good organisational skills and the ability to manage a variety of tasks. * Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports. * Experience of working across different sectors and developing links with other agencies. * A flexible and non-judgemental approach to people and work. * An understanding of the sector. * A commitment to SeeAbility. * Empathy with service users / people we support. * Ability to cope with limited resources, seize opportunities and think creatively. |

**SeeAbility Strategy to 2022**

Our Strategy has five key pillars to underpin our work over the next five years. This table shows how this role will contribute towards this.

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| **Quality:** We provide the best quality service so the people we support can achieve their goals. |
| * To strive to produce high quality outputs and interactions both for the people we support and each other. |
| **Influencing:**We use our influence to ensure we champion those we support, highlight the prevalence of sight problems, associated concerns and the right to access practical support and achieve the best organisational outcomes. |
| * Act as an ambassador for the organisation by ensuring your own networks are aware that people with learning disabilities are more likely than others to have sight problems. Encourage others to consider and recognise signs and symptoms of sight problem and to take action. |
| **Sustainability:** We each take accountability for the sustainability of our organisation investing our skills, passion and expertise to ensure we are current and relevant and effectively meet the needs of more people. |
| * To take responsibility for using all our resources wisely and monitoring the efficiency of our services, ensuring that our services are always adapting to meet the needs of the people we support. |
| **Talent:** We recognise the contribution of our colleagues and achieve more using each other’s skills, values and commitment. |
| * Act as an ambassador for the organisation, actively seeking and engaging with talent within your own networks and those of friends and family who could contribute towards our mission and objectives. |
| **Partnerships:** We work in partnership with each other and external organisations and individuals to achieve our goals and strengthen the impact of our organisation and those who help us achieve our objectives. |
| * To talk passionately about our work, sharing stories about the difference it makes and reach out to individuals, companies or groups you know that might be able to support our cause either financially or by volunteering for us. |