



<b>Job Title:</b> Volunteer Support Officer	<b>Role Profile Number:</b> PCDN79
<b>Grade:</b> L	<b>Date Prepared:</b> 04.03.2021
<b>Directorate/Group:</b> Adults, Housing and Health	<b>Reporting to:</b> Volunteer Co-ordinator
<b>Structure Chart attached:</b>	No

### Job Purpose

The primary purpose of this post is to assist the Volunteer Co-ordinator in the recruitment, training and deployment of volunteers. The post holder will be responsible for administering the volunteering process.

### Key Accountabilities

- Assist in the coordination and deployment of volunteers to work on our programmes
- Assist with the induction of all new volunteers including the completion of relevant paperwork and DBS checks.
- Support the creation of the volunteer training programme, coordinating bookings of venues, trainers and supporting the volunteers to attend.
- Work with the data team to ensure that the volunteer database is kept up to date and relevant data is captured to support evaluation reports.
- Maintain positive relationships with volunteers to ensure that volunteering opportunities are suitable and that matching volunteers with opportunities follows a robust, safe and thorough process.
- Provide day to day support for all volunteers working alongside the Volunteer Co-ordinator to ensure they feel valued, supported and an important part of the team.
- Assist the Volunteer Co-ordinator with the organisation and facilitation of volunteer 1-2-1 and group meetings at times and in spaces accessible for volunteers so that they are kept up to date, informed and supported.
- Attend volunteer recruitment events; often during the weekend and evenings to promote the service and to sign up potential volunteers
- Assist in the development of new and innovative volunteering projects which enhance the Community Health and Wellbeing offer and provide opportunities for more people to volunteer.
- Co-ordinate the reimbursement of volunteer expenses to ensure that volunteers have a timely way to claim for out of pocket expenses.

### **Supplementary Accountabilities**

- Play an active role within the Community Health and Wellbeing service area and as a member of the Public Health team, through regular attendance of team meetings, supporting and championing team projects and contributing to the overall business plan
- Promote the whole range of projects delivered through the Community Health and Wellbeing service area; advocating a tailored and holistic journey for clients that meets their specific needs
- Contribute to reports detailing the impact and outcomes of the volunteering project and community sessions

### **Knowledge & Experience**

- A working knowledge and experience of the voluntary sector and the benefits of volunteering for the volunteer and the organisation.
- Experience of working with volunteers and dealing efficiently and effectively with enquiries and demands
- Knowledge of issues relating to recruitment and deployment of volunteers
- A working knowledge of the boundaries of confidentiality in relation to data protection, information handling and safeguarding
- Experience of dealing with and managing safeguarding issues
- Experience of working independently as well as part of a team
- Experience of public communication and use of social media
- Experience of working collaboratively with other workers/agencies
- Experience of database/website/excel use

### **Qualifications**

- Good general level of education with a minimum of 5 GCSEs or equivalent

### **Decision Making**

- Decision making on the appropriateness of volunteer opportunities and the suitability of volunteers
- Make timely and safe decisions around safeguarding; understanding when to escalate
- Day to day operational decision making on delivery of the volunteering project, in line with good practice and legislation
- Excellent organisation skills, time management and prioritisation
- Working on own initiative and also work collaboratively as part of a wider team.
- Confidence in decision making around the support vulnerable people require and who should support them

### **Creativity and Innovation**

- Ability to be flexible and creative to find effective and interesting ways to promote volunteering to

various audiences

- To develop creative ways for designing various training packages for volunteers.
- To keep up to date locally and nationally around the volunteering agenda to ensure knowledge and practice is up to date.
- Show creativity and imagination in generating ideas and opportunities to celebrate the contribution of volunteers
- Creative solutions to problem solving on an individual basis and as a team to find workable solutions to challenging issues

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> 300+ volunteers</p> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Volunteering activity</li> <li>• Phone calls</li> <li>• Data</li> </ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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**Contacts and Relationships**

- Strong and effective relationships with volunteers, teams, and partners agencies
- Ability to work in partnership to deliver shared outcomes
- Strong communication skills, using interpersonal, verbal and written skills.
- Acting as a positive role model and engendering a culture of supporting individuals to be the best they can be and building the capacity of the local people through volunteering
- To build the reputation of the council through the promotion of volunteering

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

- Some evening and weekend work required
- Dealing with potentially challenging circumstances around safeguarding and poor health

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	