

Job Description – Blind Veterans UK

Job title: Volunteering Co-ordinator
Reports to: Community Team Leader
Department: Directorate of Operations
Location: Community location to be determined
Last updated: September 2018

Job purpose

Working with the community team and Regional Volunteering Development Officers (RVDO) to ensure positive outcomes for members through the effective recruitment co-ordination, and ongoing support of volunteers in line with the Charity's national strategy.

Main accountabilities of the post

1. Identifying and responding to the needs of members within the local community by reviewing and assessing volunteering opportunities alongside the Team Leader and in consultation with the RVDO.
2. To organise a recruitment programme to attract volunteers to support a range of different services to blind veterans (members) in the community or the centre. To interview prospective volunteers and match their skills and abilities to the required need.
3. To support the RVDO's to deliver induction and training to the standard required by the service.
4. To co-ordinate volunteer involvement such as home visiting, activity support, facilitating groups, charity fundraising and awareness raising in the community, in collaboration with relevant departments.
5. Provide ongoing support to volunteers by maintaining regular contact and being the first point of contact for volunteer enquiries and feedback. Work with the Team Leader to resolve any volunteer-related concerns and escalate to the RVDO where appropriate.
6. To maintain accurate, secure and up to date records on the volunteers and other service data for monthly reporting
7. To work with local agencies and partners to offer members the best option for volunteering support.
8. With the RVDO, ensure a consistent approach to volunteering and maintaining quality of provision of service in the community.
9. To comply with safeguarding and risk management procedures to ensure that the safety and wellbeing of both members and volunteers are safeguarded in a timely and responsive manner.

10. Work alongside the Working Age Member case worker, community team and RVDO to provide meaningful volunteer opportunities to members and widows as appropriate.

Additional responsibilities

1. Attend in-house and relevant external training courses, as agreed with line manager.
2. Practice and comply with all aspects of Health and Safety at Work etc Act 1974 and the Charity's current Health and Safety policies.
3. Undertake any reasonable tasks from time to time at the line manager's request, as may be deemed appropriate within the scope of the post.

Work context

1. This role involves travel across the community regularly and on occasion further afield. There will be times when there may be a need to work outside a standard working week in evenings and weekends.
2. The role can be emotionally demanding given the range of needs of veterans and volunteers.
3. Working in a multi-disciplinary team with in the area attending local, regional and national meetings when required.
4. Line management by Team Leader and matrix managed by RVDO.

Autonomy and decision making

1. The post holder will manage their own workload and will be autonomous on a daily basis, although it will be necessary to provide the Team Leader with regular updates
2. There will be close working relationship with the RVDO to ensure there is a quality of service provided to volunteers.

Communications

Internal:

It is feasible that the post holder will communicate with staff at all levels across the organisation in the course of their duties, regarding volunteering.

External:

Liaison with external bodies including local education establishments, Businesses and Voluntary infrastructure organisations regarding the recruitment of volunteers.

Main areas of difficulty

1. The job holder will be responsible for the Volunteer function within the Community geographical area that is large in both size and scope.
2. Working across different directorate to ensure the effective use of volunteers' gifted time.

Additional information

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.

Person Specification – Blind Veterans UK

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent level of computer literacy; knowledge of Microsoft Office • Understanding of the commitment to volunteering and its potential and value society. 	<ul style="list-style-type: none"> • Safeguarding practices • Understanding of the needs of Blind Veterans
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Good interpersonal skills • Good organisational and time management skills • Able to work effectively in partnership with others. • Ability to work on own initiative and prioritise work load • Solution-focused approach to problem solving • Ability to think creatively to identify areas of development. 	<ul style="list-style-type: none"> • Good influencing and negotiating skills
Qualifications	<ul style="list-style-type: none"> • Qualification in volunteer or people management or equivalent relevant vocational experience 	<ul style="list-style-type: none"> • Degree relevant to the job role
Experience	<ul style="list-style-type: none"> • Experience of recruiting, training and supporting volunteers • Experience in supporting a team of volunteers • Experience of providing advice and guidance to colleagues • Experience of cross departmental working • Experience of building external networks and relationships • Promoting best standards and practices of volunteer management. 	<ul style="list-style-type: none"> • Experience of risk assessments and implementation
Personal qualities	<ul style="list-style-type: none"> • Positive and Proactive approach • A non judgemental approach to people and work. • An appreciation of issues around equalities and valuing diversity. • Flexible and adaptable • Ability to travel and stay overnight when required. • Willingness to work some evenings and weekends. • Ability to deal with information in a confidential way 	