



Job Title:	Volunteer Manager
Grade & Starting Salary:	£25,000 - £27,000 pro-rata
Responsible to:	Programmes Development Manager
Contract:	28 hrs per week
Funded:	until March 2020
Area Covered by post:	Renfrewshire
Based:	Paisley
Special Conditions:	Possible evening / weekend work

**Job Title: Volunteer Manager**

**Responsible to: Programmes Development Manager**

**Job purpose:**

To coordinate and develop Active Communities volunteering programme which involves volunteers in a range of health and wellbeing activities.

The Volunteer Manager will take the lead in recruiting, training and supporting volunteers in a variety of roles across the organisation in particular developing our Community Health Champions Programme and new Community Buddy scheme linked to the Community Connecters project.

Community Connecters supports individuals experiencing social, financial (poverty), housing and loneliness challenges to reengage with their community. The project is partnership with RAMH and Linstone Housing and is supported by the Renfrewshire Health and Social Care partnership.

**Tasks and Responsibilities:**

**Volunteer Development and Management**

- To identify and recruit volunteers from the local community
- To coordinate, develop and deliver appropriate training for volunteers
- Support the volunteers' training and development needs.
- To match volunteers with suitable volunteering opportunities within Active Communities
- To develop and maintain links with external training providers for the progression of volunteers

- To monitor and review volunteer placements to ensure volunteers receive enough support and achieve their goals.
- To attend events, such as volunteer fairs and community events, to promote Active Communities volunteering programme.
- To organise recruitment events, such as workshops and talks, to promote volunteering opportunities.
- To work with the Active Communities Marketing Officer to design a range of marketing materials in accessible formats to promote the volunteering programme.

### **Development with Partners**

- To develop the Community Buddy scheme for Community Connectors.
- To develop and maintain good working relationships and referral pathways with Community Connectors Partners and other relevant organisations who provide training and volunteering opportunities for volunteers.
- To work with the Programmes Development Manager to develop volunteer opportunities for young people.
- To work with the Kairos Project Manager to develop opportunities for Women.

### **Quality and monitoring**

- To develop good practice policies and procedures in volunteer management.
- Promote and support the implementation of best practice in volunteering and maintain quality and standards.
- Ensure that volunteers are aware of and comply with project policies and procedures for safe working practices for volunteers and service users.
- Ensure current risk assessments are in place for all volunteer activities
- To ensure databases are accurately updated and maintained.
- To monitor, record and report on the project's impact, collating quantitative and qualitative data, and reporting back on the outcomes achieved.

### **Finance**

- Oversee management of an allocated budget, with support of the Programmes Development Manager and Finance Officer

This job description is intended to outline the post at this stage of development. It is not an exhaustive list and it is recognised that jobs change and evolve over time. Post holders will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively and flexibly to changing organisational needs.

## Essential Person Profile

### Experience

- Experience of supervising volunteers or managing staff.
- Proven experience of promoting volunteering within an organisation and externally recruiting volunteers to a variety of roles.
- Experience of working with volunteers, promoting the benefits of volunteer involvement and working in a voluntary sector organisation.
- Experience of developing and delivering training.

### Qualifications, Skills and Knowledge

- SVQ Level 4 or HND in a relevant discipline.
- IT skills necessary to maintain data and fulfil monitoring requirements, and to manage a programme budget.
- An ability to communicate clearly in writing and analyse written and numerical information.
- The ability to develop the skills of others, to supervise, motivate and manage a quality service, committed to achieving excellence.
- Efficiency and Effectiveness – The ability to plan and organise work so that deadlines, targets and standards are met.
- An understanding of the needs and motivation of volunteers, using this in the development of innovative methods for recruitment, induction and retention of volunteers.
- Knowledge and understanding of volunteer management processes and quality standards.
- Knowledge and understanding of, and commitment to, equality of opportunity, anti-discriminatory practices, and inclusion.  
Good working knowledge of adult and child protection issues.

### Attributes and Values

- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- A commitment to working flexibly and creatively in response to changing organisational requirements and a willingness to work outside of office hours regularly.
- Commitment and Drive – the ability to take the initiative and achieve targets and results.

### Desirable

- Experience within a community, education or health field.
- A current, clean driving licence and use of a car.