# Person Specification

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| Volunteer Coordinator Person Specification | | |
| Factor | Essential/  Desirable | When Assessed Application form (AF)Interview (I)Skills Test (ST) |
| Qualifications | | |
| Qualification relevant to overseeing volunteers | D | A / I |
| Experience | | |
| Experience of volunteering and/or working with volunteers and vulnerable people | D | A / I |
| Experience of delivering advocacy or managing an advocacy team | D | A / I |
| Evidential experience of cultivating successful relationships with external / internal stakeholders | D | A / I |
| Evidential experience of being accountable for the quality of personal performance and raising suggested improvements to management | E | A / I |
| Experience of managing risks relating to safety and wellbeing of volunteers or staff members | D | A / I |
| Knowledge | | |
| Excellent knowledge of the role of advocacy in health, social care and other settings or equivalent discipline | E | A / I |
| An understanding of the issues affecting adult social care/disability/autism/mental health service users | E | A / I |
| Understanding of safeguarding in relation to both volunteers and the people we work with | E | A / I |
| Understanding of the social values around volunteering and benefits to both the individual and communities of volunteer projects | E | I |
| Skills and Abilities | | |
| A proven ability to set and deliver the highest standards of quality and performance across diverse teams and taking actions where delivery falls short of expectations | D | A / I |
| Strong administration skills including time management and organisational skills | E | I / ST |
| Demonstrable IT skills – Word, Excel, PowerPoint and databases and ability to pick up new software and applications quickly | E | I / ST |
| Have a creative approach to problem-solving and finding solutions to issues that arise | E | I / ST |
| Personal Qualities/Style | | |
| Resilient and determined | E | I |
| Demonstrable integrity, responsibility and accountability in their work and the implementation of organisational policy | E | I |
| A clear decision maker who learns from reflective practice | E | I |
| An engaging and effective communicator able to motivate others to fulfil their potential | E | I |
| Motivation | | |
| Passionate about quality of service delivery and positive outcomes for clients | E | ALL |
| Commitment to VoiceAbility’s values of enabling people to live life to the full, strengthening their voices, rights and changing lives | E | ALL |
| A passion for volunteering | E | ALL |
| Additional Requirements | | |
| Willing to undertake appropriate level of criminal record DBS/PVG check | E | A |
| Ability to travel throughout the UK as required | E | A |