

## Volunteer Coordinator

<b>POST</b>	Volunteer Coordinator
<b>EMPLOYER</b>	VOCAL – Voice of Carers Across Lothian
<b>SALARY</b>	SJC SCP43. £13.75 per hour. £25,816 per annum, pro rata
<b>HOURS</b>	18 to 25 hours, over three or four days
<b>LOCATION</b>	Edinburgh Carers Hub, 60 Leith Walk, Edinburgh EH6 5HB – with regular visits to VOCAL's Midlothian Carers Centre at 30/1 Hardengreen, Dalhousie Road, Eskbank EH22 3NX

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### Purpose of the post

VOCAL is a carer-led organisation employing 50 staff, supported by a team of nearly 50 volunteers, who are based at the Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian

The post holder will play a key role in expanding VOCAL's positive culture of volunteering. They will lead VOCAL's recruitment, support and coordination of volunteers and will support the development of VOCAL's quality assurance standards for best volunteering practice (*Investing in Volunteers*).

### VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
  - build on their strengths and skills
  - identify and achieve their outcomes
  - strengthen their resilience
  - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

### Improved outcomes for carers

The post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships

- improved economic wellbeing
- improved social wellbeing
- improved personal safety

## **Person Specification**

The post holder is expected to evidence and demonstrate the following:

### **Experience (Essential)**

The post holder will have relevant experience in:

- a similar role
- working with, supporting and motivating volunteers in the charitable sector
- recruiting and training volunteers

### **Knowledge (Essential)**

The post holder will demonstrate:

- a thorough knowledge of volunteering policies, procedures and best practice
- good knowledge and understanding of the motivational and training needs, and pastoral support, of volunteers
- knowledge and understanding of and commitment to data protection, safe guarding and confidentiality issues

### **Skills (Essential)**

Applicants will demonstrate:

- excellent verbal and written communications skills
- excellent IT skills, and prepared to learn new skills and to embrace and harness new technology
- strong organisational skills with an ability to plan and prioritise work effectively
- ability to work effectively using own initiative
- good teamwork and a collaborative approach, with the ability to form effective working relationships
- strong attention to detail

### **Experience, Knowledge and Skills (Desirable)**

- An understanding of issues affecting carers
- Third or charitable sector in a paid or volunteering role
- An awareness of monitoring and evaluation systems

## **Job description**

- Support VOCAL to assess and monitor organisational needs to determine the number and range of volunteer roles offered across VOCAL services
- Consult with and support colleagues to develop role descriptions for volunteer positions

- Jointly with the HR Coordinator, manage the volunteer recruitment process, prepare and deliver Induction training and materials for new volunteers, including the development of a volunteer handbook
- Cultivate a positive and inclusive volunteering culture which recognises the value of volunteering for carers and adheres to best practice standards
- Maintain high quality standards and create and ensure compliance with VOCAL's volunteer policies and procedures
- Collaborate with colleagues to create and deliver a calendar of social and learning opportunities for volunteers
- Develop links with partner organisations and businesses to promote volunteering
- Help maintain VOCAL's HR database of volunteers (*Breathe HR*) to capture and maintain information on volunteers
- Coordinate communication with volunteers and the organisation through various mediums including social media and a quarterly newsletter
- Undertake monitoring and evaluation of volunteering across VOCAL providing updates through regular reporting and presentations ensuring that carers are represented
- Promote VOCAL, its volunteer efforts and its accomplishments internally and in public

### **General Duties**

The post holder will be expected to consistently and effectively perform a number of general duties:

- Comply with Carer Centre policies and procedures such as data protection and confidentiality, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement and participate
- Participate in VOCAL staff team planning meetings
- Carry out other non-recurring duties as arise from time to time, and occasionally help cover carer centre duties during the absence of team members.

### **Accountability, Management and Development**

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six months' probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will initially be answerable to the CEO or Deputy CEO.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

**Conditions of Service**

Hours and days of work to be confirmed.

There is a six month probationary period.

The post holder qualifies for 32 days annual leave and 6 statutory UK holidays on a pro rata basis.

The employer is committed to a 6% pension contribution.

VOCAL offers childcare vouchers and a cycle-to-work scheme.