



Job Description

Volunteer Coordinator Glasgow

JOB TITLE:	Volunteer Coordinator Glasgow
REPORTS TO:	Volunteer Service Lead
BASED:	Glasgow and remote
SALARY:	£25,005 - £26,824 (FTE based on a 37.5hr week)
HOURS:	37.5 hours per week
CLOSING DATE:	17th June 2022
INTERVIEW DATE:	w/c 20th June 2022

Introduction

People are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people to our team with a wide range of skills and experiences – including those who have lived through homelessness. To make a difference we need to work flexibly, with everyday leadership, humour and a 'can do' spirit. We want to **make it easy, make it right, and make it happen** – not only for the people we support but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

Job Summary

You must be a self-starter who can work on your own initiative; motivate and inspire others; drive creative solutions in managing resources and logistics, and be the ambassador for special projects for the benefit of people who need our support.

Job Purpose

We want to transform people's lives. We want people to be optimistic, confident, excited, in good health, forward-looking, have access to resources and have fun. To deliver this ambition, we have a great team across the country working directly with people who are homeless or are at risk of homelessness, with all of us wanting to do more to support them. We believe there is a huge untapped group of potential – individuals and organisations who want to give their time, their talent and their expertise to something they feel is worthwhile. We believe the opportunities to connect people who access our services, volunteers and staff can bring about mutual benefit, new experiences, improved outcomes and greater social cohesion.

The person taking up this post will be at the forefront of our strategy to engage volunteers across all of our services in the West of Scotland. Our Volunteer Coordinator role is ideal for someone who can galvanise the support of the public, build positive relationships and partnerships, lead projects and initiatives, and crucially, help build a volunteering programme that brings genuine value to our organisation and a fantastic experience for our volunteers.

Reporting to the **Volunteer Service Lead**, working in harmony with fellow **Volunteer Coordinators**, and looking outwardly to develop your practice in partnership with the **Volunteer Team and wider colleagues** by undertaking activities including:

- Review and streamline our policies and procedures, in line with the Dynamic Model for Volunteering, to ensure they are fit for purpose
- Work with other services to generate volunteering programmes and opportunities based on the needs of our organisation
- Play a part in planning and delivering profile-raising campaigns to attract new volunteers
- Plan and manage any volunteer-led projects ensuring smooth running of operations and volunteer shifts
- Raise staff awareness of the role and the function of volunteers by building relationships with key personnel internally to understand how they work, develop partnerships and assess service needs
- Build relationships with organisations from which you are recruiting volunteers to understand their corporate social responsibility needs
- Ensure there is appropriate ongoing training and support for volunteers
- Monitor and evaluate activities, produce presentations and reports where necessary
- Lead the recruitment process for volunteers and ensure they are appropriately matched and inducted
- Monitor, support, motivate and accredit volunteers and their work in line with the Investing in Volunteers quality framework
- Find ways to celebrate volunteering e.g. creating informative newsletters and organising celebration events
- Offer advice and information to volunteers and stakeholders through face-to-face, telephone and email contact
- Keep volunteer information fully up to date via our Volunteer Management System, Better Impact
- Manage budgets and resources, including the reimbursement of expenses

- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes

Responsibilities

Your key responsibilities in this post are as follows:

Warmth and Regard

- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

Inclusion and Participation

- Encouraging the participation and inclusion of people we support
- Exploring choices and options with fellow colleagues, volunteers and the people we support
- Making things easy for others
- Embracing technology and supporting people, staff and volunteers to become digitally included*

Personalised and Creative

- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

Supportive and Ambitious

- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

Partnership and Collaboration

- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

Leadership and Learning

- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy*

*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an ‘active learner’ yourself and support colleagues’ digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.
- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Volunteer Management System** is Better Impact. You will be trained in using Better Impact and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and ‘all things Simon’.
- **Sharing our work publically helps to change society’s misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, YouTube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

Person Specification

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	Essential	Desirable	Proven by
Training and qualifications	<ul style="list-style-type: none"> ● Excellent command of/ highly proficient in spoken and written English ● Proven digital literacy ● Good digital skills 	<ul style="list-style-type: none"> ● Experience of social care and/or voluntary sector ● Knowledge of marketing/promotion techniques 	<ul style="list-style-type: none"> ● CV, cover letter and interview task
Experience	<ul style="list-style-type: none"> ● Setting up processes and procedures within the workplace ● Building positive networks and connections ● Experience of effective data management tasks ● Experience of writing project plans and reports 	<ul style="list-style-type: none"> ● Experience of working in a fast paced environment which requires quick decision making ● Working with rotas and making sure shifts are running efficiently ● Experience working in a team based in multiple locations 	<ul style="list-style-type: none"> ● CV and interview

Knowledge and Skills	<ul style="list-style-type: none"> ● Organisational skills ● Able to manage tasks to completion ● Fully committed to Simon Community Scotland's Mission and Core Values ● Ability to work with people in a way that takes into consideration their individual and cultural beliefs ● Able to approach your role and tasks with an empathetic and non judgemental attitude ● Good communication and people skills 	<ul style="list-style-type: none"> ● Knowledge of the role of processes in the workplace ● Comfortable delivering presentations and training sessions – both online and face-to-face ● Posting to Social media and knowing the types of posts that drive results inline with strategy 	<ul style="list-style-type: none"> ● CV, references and interview
Personal	<ul style="list-style-type: none"> ● Be a positive person who leads by example ● Be a good colleague who enjoys being part of a high performing team ● Have a willingness to learn and adapt with each situation 	<ul style="list-style-type: none"> ● Have access to a car 	<ul style="list-style-type: none"> ● CV, references and interview