**Community Volunteer Development Officer**

**Job Description and key requirements of role**

**Summary**

Voluntary Sector Gateway West Lothian (VSGWL) is the Third Sector Interface (TSI) operating in West Lothian. Our primary purpose is to promote, develop and support West Lothian`s Third Sector. We work in partnership with the voluntary sector and key statutory and public stakeholders to improve the lives of individuals and communities across West Lothian.

**Role Overview and Responsibilities**

The post holder will be responsible for leading a team of volunteers who will provide a range of low level, community supports to service users on the unmet needs list or waiting on formal support.

Working closely with partners from NHS Lothian, Health & Social Care Partnership and key Third Sector organisations, the initiative will introduce a coordinated volunteer programme that assists individuals with low level support focusing on early intervention and prevention that reduce their demands on health and social care services and improves individuals to self-manage health and wellbeing.

Volunteers will signpost to partner organisations for early intervention and prevention of crisis point. Using their skills and knowledge, the post holder will recruit and manage a team of volunteers who will support service users. They will be responsible for the volunteer’s development and ensuring volunteers receive high-quality support and an impactful volunteering experience.

This is a one-year, test of change initiative that will be used to inform decisions on feasibility, wider role out and future procurement. The post holder will also work closely with the Operations Manager to develop and implement service improvements and processes that contribute to the success of the project.

**Key requirements of role**

* Lead VSGWL’s Community Volunteer Project, managing volunteers and working with partners to ensure service users needs are met with volunteer support.
* Have a proven ability in forming alliances and partnerships.
* Understanding of best practice volunteer recruitment and effective volunteer management including recruitment, induction and training of volunteers.
* Continuously assess learning and development needs of volunteers within remit, co-produce personal development plans and facilitate access to relevant learning opportunities as required and approved, and provide effective ongoing support, supervision and development.
* Engage volunteers in the co-production and development of services.
* Develop ways to attract new volunteers and incentivise existing volunteers.
* Contribute to the creation of service promotion materials.

**Systems, Operations and Admin**

* Deliver an effective approach to partnership working which further the objectives of VSGWL.
* Identify learning and development needs of volunteers.
* Champion training delivery to build an ethos of continuous development and improvement.

**Resource Management**

* To contribute to external communications for wider stakeholder information.
* Ensure all volunteers comply with VSGWL Policy, Procedures and practice guidelines.
* Ensure monitoring, impact and evaluation information and data is collected and that the programme meets it’s agreed targets

**Communications**

* Supporting the promotion of the Community Volunteer Project, its role and importance within Communities; encouraging new developments and sharing information to support growth.
* Develop opportunities for group supervision and peer support.
* To produce content for the VSGWL website and other platforms as necessary.
* Promote volunteering opportunities at local events

**General Duties**

As a member of the VSGWL staff team, you will be expected to perform a number of general duties consistently and effectively:

* To work collectively across the development team and wider VSGWL organisation collaboratively, respectfully, fairly and honestly;
* Attend and contribute fully to staff meetings and groups as required.
* Represent VSGWL at events and meetings
* To undertake any other reasonable task required of the post by the line manager.

**Essential Criteria**

* Experience of managing, developing and supporting volunteers
* Excellent people skills with the ability to build professional, long-term relationships with various stakeholders, to influence and motivate others
* Excellent written and verbal communication skills
* Ability to lead, motivate others and resolve conflict
* Self-starter, proactive and excellent organiser with experience of managing projects.
* Strong organisational skills and the ability to prioritise effectively.
* Good Computer and ICT skills including – Microsoft, Windows and Excel, Facebook and Twitter

**Desirable criteria**

* Experience of working within a community setting
* Experience of Third Sector
* Proven experience of managing start-up projects
* Understanding of and commitment to Equal Opportunities

**Personal qualities**

* Negotiation, representation and influencing skills
* Proven ability to communicate effectively and work as part of a larger team and independently
* Approachable, confident and at ease with others.
* Good interpersonal skills – flexibility for different audiences, tact, diplomacy, adaptability.
* Honesty and integrity
* Understanding of and commitment to Equal Opportunities