Volunteer and Community Engagement Lead

SALARY: £23,591-25,979 pro-rata

HOURS: 21 hours per week or we can offer an annualized hours contract. This will include evening and weekend work.

LOCATION: Hybrid – home, Positive Help office, and at events

ANNUAL LEAVE: 35 days including public holidays pro-rata

SUPPORT AND SUPERVISION: Positive Help values support and supervision practices for all staff and volunteers. Individual and group supervision will be carried out on a regular basis to maintain good standards of work and ensure the post-holder is supported.

ADDITIONAL BENEFITS: discounted Edinburgh Leisure membership as part of the wellbeing support to staff and volunteers

PENSION: Employer pension scheme with matched contribution of up to 6%

About Positive Help:
For 34 years Positive Help Volunteers have delivered practical and compassionate support to adults and children living with HIV and Hepatitis C in Edinburgh and the Lothians. This vital work makes a meaningful difference in Service Users' and Volunteers' lives and is now even more important as we aim for zero transmissions of the viruses.

About the role:
This is a new role that involves developing positive relationships with a wide range of people. The post holder will lead the recruitment, training and support of our Service Volunteers and work with Service Users who wish to volunteer through our quarterly Co-Production Groups and Involvement Groups. The role will also involve engaging with local businesses, universities and colleges, and community groups to demonstrate the work we do and develop successful partnerships to meet our strategic goals.

We're looking for a creative and caring person to join us, who has experience of recruiting and managing volunteers, and engaging with diverse groups and individuals. With a positive and friendly attitude, you will be able to motivate people to participate in activities and develop positive relationships with community partners. It is expected that some hours of work will be set and some will be flexible depending on when events take place and what you arrange.

Key Duties

Volunteer Recruitment:

- Develop and implement a comprehensive volunteer recruitment plan to attract individuals with diverse skills, backgrounds, and interests.

- Coordinate the volunteer application and onboarding process, ensuring new volunteers understand the organisation's mission, values, and are suitable for the specific roles available.

- Ensure all service volunteers are PVG checked.

Volunteer Training, Development and Support:

- Develop and deliver training programmes in collaboration with other staff that equip volunteers with the necessary skills and knowledge to excel in their roles.

- In collaboration with Service Managers, provide ongoing support to volunteers, addressing concerns, and feedback through individual and group support and supervision.

- Ensure all volunteers have a positive ending to their volunteer experience.

- Ensure as best as possible the safety and wellbeing of volunteers.

Community Engagement:

- Represent the organisation at events and meetings to promote our volunteering opportunities.

- Identify partnership opportunities that align with the mission and values of our organisation.

- Cultivate and nurture relationships with local businesses, and other community organisations to foster collaboration and support for our fundraising initiatives.

- Collaborate with other staff to enable those who use our services to volunteer within our activities, and Co-Production groups.

Event Coordination:

- Lead the coordination of volunteer appreciation events, recognition ceremonies, and other engagement activities.

- Collaborate with other staff in organisinag Service User Involvement Groups.

Data Management and Reporting:

- Maintain accurate records of volunteer information, hours contributed, and impact achieved.

- Generate regular reports on volunteer engagement metrics to assess program effectiveness and identify areas for improvement.

Continuous Improvement:

- Stay informed about best practices in volunteer management and community engagement, bringing innovative ideas to enhance our programmes.

- Continuously assess and refine volunteer engagement strategies based on feedback and evaluation.

Responsibility

- Share responsibility of out-of–hours mobile/contact system for volunteers

- Assist other team members with any tasks relating to service provision when required.

Responsible to - The Children's Services Manager

Person specification – Volunteer and Community Engagement Lead

Essential

- Passion for volunteerism, demonstrated through previous involvement or initiatives.
- Experience of volunteer co-ordination or staff management
- Excellent interpersonal skills with the ability to establish rapport and build relationships with volunteers, community partners, and diverse stakeholders.
- Strong communication skills, both written and verbal, for effectively conveying the organisation's mission and engaging with various audiences.
- Outstanding organisational and time management skills.
- Proficiency in using Microsoft Office suite/Microsoft 365, G Suite/Google Workplace and other IT applications
- Problem-solving skills to address challenges and find innovative solutions in community engagement efforts.
- Empathy and cultural sensitivity when interacting with individuals from diverse backgrounds – people who use drugs, LGBTQIA+ communities, black and people of colour.
- Proactive and self-motivated, with a commitment to achieving goals and making a positive impact
- Dedication to the organization's mission and values, with a genuine desire to contribute to its growth and success.

Desirable

- Experience of facilitating training sessions
- Knowledge of issues facing the charity and voluntary sector and volunteers.
- Experience of collaborative working with local agencies, community groups and project participants

All appointments will be subject to two satisfactory references and a PVG check