



## Job Description – Volunteer Development Officer

<b>Job Title:</b>	Volunteer Development Officer
<b>Hours:</b>	P/T (21 - 28 hours per week available)
<b>Reports to:</b>	Communications Lead
<b>Location:</b>	Hybrid working from Base at Regent House, 9 High Patrick Street, Hamilton, ML3 7JA and from home

### COVEY's Mission and Values

Our mission is to support children, young people and families to become more resilient, safe and better equipped to reach their full potential. We do this through providing 1-1 and group-based befriending, mentoring and family support across Lanarkshire. Our consistent relationship-based support, which is centred on the individual's needs, interests and hopes, improves health and wellbeing, social connections, confidence and increases their engagement with education, training, volunteering or employment.

Our values are:

- Commitment - Having a positive attitude, engaging positively, reliable and consistent
- Openness - Proactively sharing information internally and externally, having confidence to express thoughts and views
- Respect - Accepting and acknowledging differing viewpoints, being non-judgemental
- Innovation - Forward thinking, actively embracing change, solution focussed
- Passion - Having a strong belief in what we do, being inspirational, a positive force in the lives of others

### Overall Purpose

To lead on volunteer recruitment, retention and engagement to ensure COVEY strengthens its network of volunteer befrienders, parent/carers mentors and ambassadors. You will play a pivotal role in fostering positive relationships with volunteers, ensuring their engagement and satisfaction, and creating a collaborative and inclusive volunteer community.

### Key responsibilities

- Develop a continuous programme of volunteer recruitment, encompassing social media marketing, events and volunteer training
- Be the point of contact for all new volunteer enquiries by phone, email and in person ensuring a prompt and comprehensive response
- Develop and maintain positive and supportive relationships with volunteers

- Lead on volunteer training, supported by colleagues, reviewing and delivering training programmes and assisting in the ongoing development of training materials
- Keep volunteers engaged via regular communications, in-person events and volunteer recognition/celebration activities
- Work with the Communications Lead to review and implement new volunteer recruitment marketing resources
- Record and maintain accurate volunteer data and correspondence, updating our Salesforce CRM system.
- Analyse and report on volunteer information, activity and records.
- Prepare and deliver presentations on the work of COVEY, with emphasis specifically on volunteer roles, to individuals and external organisations or groups e.g. community events, freshers' weeks, 'lunch and learn' sessions within organisations.
- Foster relationships and engage further education establishments to promote recruitment and retention of student placements – in line with the student commitment to provide one academic year of volunteering.
- Develop a Young Ambassador Programme and a Parents/Carers Ambassador programme with participants representative of our services e.g. care experienced, additional support needs (ASN), kinship carers, young carers etc
- Work with the Development Lead and CEO to establish wider opportunities for our community of supporters to support the charity e.g. via Individual Giving (single donations, monthly donations), Events (people taking part in runs/walks/challenges) and Community fundraising (funding partnerships with their business, university, school etc who all select charity partners)
- Attend and contribute to regular supervision sessions, team meetings and other meetings as required
- Contribute to raising awareness and income for COVEY, so we can support even more young people and their families, by capturing volunteers and ambassadors' inspirational quotes and case studies to be used for presentations, proposals or print/social media
- Any other duties that are reasonably required by the role

This job description may be subject to review following discussion with the post holder and line manager. The duties and responsibilities of the post will be undertaken in accordance with COVEY's policies and procedures.



## Person Specification – Volunteer Development Officer

### Education and Qualifications

- Educated to degree or HND level, although this may be substituted in cases where substantial relevant experience and appropriate skill set can be demonstrated.

### Skills and experience

- Ability to form positive relationships with volunteers, participants and staff
- Experience in the recruitment, selection and support of volunteers
- Ability to prepare and deliver effective presentations/training events
- Experience of organising and facilitating celebrations and events
- Experience of establishing and maintaining a wide range of professional relationships and networks
- Understanding of support required to maintain student placements via further education establishments
- Preparation of internal and external reports in line with organisational requirements
- Excellent verbal/written communication skills
- Strong administrative skills, including competent and confident use of various electronic office programmes
- Ability to write progress reports and compile, maintain, review and audit records on our company database – Salesforce
- Ability to develop training materials and deliver a range of training programmes
- Ability to organise and prioritise your workload in line with competing organisational demands
- Sound knowledge and awareness of data security and GDPR

### Other Requirements

- Available for evening work where required
- Enhanced PVG required for this post
- Full Driving License with access to a car for business use/purposes