

Volunteer Coordinator

Job description and person specification

POST	Volunteer Coordinator
EMPLOYER	VOCAL – Voice of Carers Across Lothian
SALARY	SJC SCP 48. £15.80 per hour. Pro rata of £29,680 full-time
HOURS	18 to 25 hours, over three or four days
LOCATION	Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh EH6 5HB – with regular visits to VOCAL's Midlothian Carer Centre at 30/1 Hardengreen, Dalhousie Road, Eskbank EH22 3NX

Purpose of the post

VOCAL is a carer-led organisation employing 60 staff, supported by a team of nearly 50 volunteers, who are based at the Edinburgh Carers' Hub and Midlothian Carer Centre, and within several health and social care settings across Edinburgh and Midlothian.

VOCAL's Senior Management Team provides oversight and direction for volunteering within the organisation. The post holder plays a key role in:

- expanding VOCAL's positive culture of volunteering
- leading VOCAL's recruitment, support and coordination of volunteers
- developing and updating volunteer policies and procedures
- supporting the development and implementation 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:

- working with, supporting and motivating volunteers in the third or charitable sector
- recruiting and training volunteers
- effectively working with internal stakeholders

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, safeguarding 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
- an awareness of monitoring and evaluation systems

Job description

- Contribute to the development of an annual volunteer strategy, leading on identified priorities
- 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
- Guide and advise volunteer line managers on volunteering processes, providing training and facilitation where needed and ensuring ongoing appropriate support through regular informal contact and more structured reviews
- Manage the volunteer recruitment process, including pre-volunteering checks (such as references and criminal record checks where appropriate)
- Prepare and deliver induction training and materials for new volunteers, including the ongoing 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 and legislative requirements
- Maintain high quality standards and create and ensure compliance with VOCAL's volunteer policies and procedures
- Lead on the delivery of VOCAL's Volunteer Survey (bi-annual)
- Collaborate with colleagues to create and deliver a calendar of social and learning opportunities for volunteers
- Liaise with VOCAL's Partnership Development Officer to develop links with partner organisations, support current corporate volunteers and identify areas for development
- Use VOCAL's HR database (*Breathe HR*) to capture and maintain information on volunteers
- Coordinate communication with volunteers and the organisation through various channels, including social media
- Undertake monitoring and evaluation of volunteering across VOCAL, providing updates through regular reporting and presentations, ensuring that carers are represented
- Identify policy and process improvements and recommend changes to the Senior Management Team where required
- Promote VOCAL, its volunteer efforts and its accomplishments internally and in public, representing VOCAL at external volunteer events
- Undertake all administrative duties associated with the role

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 HR Co-ordinator and will be invited to provide quarterly progress reports at Senior Management Team meetings and occasional reports to the HR Committee.

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

The post is a minimum of 18 hours up to a maximum of 25hrs per week over three to four days, and will include occasional evening and weekend work. VOCAL operates a 36-hour week for full time staff.

There will be a six month probationary period.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- Cycle to Work Scheme.

The postholder will be expected to obtain a Basic Disclosure through Disclosure Scotland.

