



EQUALITY | RESPECT | LOVE

Who Cares? Scotland Job Specification

Post title	Volunteer and Participation Officer
Salary range	£24,147 - £30,184 per annum pro rata
Hours of work	35 hours per week (some evening and weekend work required)
Contract	Permanent
Area	Glasgow
Base location	Hybrid
Responsible to	Volunteer Coordinator
Last update	June 2025

Who Cares? Scotland is Scotland's only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland.

At the heart of Who Cares? Scotland's work are the rights of Care Experienced children and young people, and the power of their voices to bring about positive change.

We provide individual relationship-based independent advocacy and a broad range of imaginative participatory opportunity for Care Experienced young people across Scotland; we work alongside corporate parents and communities of all sorts to broaden understanding; we work with policy makers, leaders and elected representatives locally and nationally to shape law, policy and practice on the basis of all that can be learnt from the voices of those with experience of care - working together to build on the aspirations of [The Promise](#) and secure positive change.

Purpose of the post

This role will involve supporting both the volunteer coordinator and teams across the organisation who involve volunteers in their work as well as facilitating groups for our care experienced members in the Glasgow and Renfrewshire area.

The postholder will be responsible for promoting the positive involvement of volunteers at Who Cares? Scotland, and assisting the volunteer coordinator on the coordination of recruitment, training, development, and support of volunteers in all areas of our work.

They will have a key role in maintaining a successful volunteer programme across the organisation working as part of the national volunteer and participation team. They will also be supporting groups that care experienced members attend and will have some experience of youth work and of planning/organising activities and events.

The post holder will be required to be flexible and work some unsocial hours to meet operational needs. There will be opportunities to work from home, but there will be a requirement for the post holder to be based in one of our Central Belt offices.

The post holder should be well organised, be a highly effective communicator, have the ability to build positive relationships and have a genuine interest in volunteering and youth work. The post holder will also need to be efficient at working independently as well as part of wider team.

Significant experience of coordinating the work of volunteers including recruitment, selection, training, support and retention, and of meeting targets set around these areas is essential for this post. In addition, the post holder will have a sound knowledge of current research and recommendations relating to volunteer issues and have the ability to prioritise, plan and organise tasks and activities effectively. Being strongly committed to the work of Who Cares? Scotland and our aims is also essential for this post.

Main duties and responsibilities

- To develop a continuous programme of volunteer recruitment and involvement.
- Develop positive and supportive relationships with volunteers.
- Communicate frequently and effectively with volunteers and staff teams to ensure they are satisfied and well-placed.
- In conjunction with the relevant managers and staff, review and deliver training programmes as appropriate and assist in the ongoing development of relevant and high-quality training materials for volunteers.
- To keep an overview of volunteer needs with a view to maintaining commitment and retention and increasing productivity.
- To take responsibility for specific volunteer projects.
- To oversee the projects, training needs and support of volunteers.
- To organise volunteer information and development sessions and social events.
- Support the development of engaging, meaningful participation for Care Experienced people on a range of themes.
- Support staff and volunteers with the planning and delivery of local and national participation groups and events with some evening work required.

- To take responsibility for training and implementing child and safeguarding procedures and volunteer policies.
- To liaise with and represent Who Cares? Scotland in relevant external forums and networks.
- In consultation with the management team, identify and develop appropriate roles for volunteers at Who Cares? Scotland as well as maintaining meaningful current volunteer roles.
- To support with sources of funds for volunteer development and external volunteer accreditation.
- To keep an overview of volunteer records, upholding confidentiality and GDPR.
- To analyse and report on volunteer information, activity and records.
- Contribute to the implementation of the volunteer strategy.
- To support the evaluation, reporting and learning from all activities undertaken.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.
- Carry out any other duties commensurate with the post as agreed with the Volunteer Coordinator.

Communication

The postholder will have key contacts with:

- Care Experienced members
- Volunteers
- Corporate Parents
- Public Bodies
- Academics
- Third Sector agencies and forums
- Who Cares? Scotland colleagues

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. The post holder is expected to work in partnership and flexibly with colleagues, minimising the risks of silo working.

Working environment

The location of the postholder is flexible, however they will be expected to travel across Scotland, with a focus on the Central Belt, regularly to fulfil their remit and meet the needs of volunteers and care experienced members as well as adopt a hybrid approach. Evening and occasional weekend work is a requirement.

Attitudes and values

Commitment to:

- Diplomacy and the ability to understand different points of view while operating within organisational priorities, policies, and procedures.
- Working in an inclusive and anti-oppressive manner with an understanding of equal opportunities practices.
- Working with confidential information and material appropriately.
- Child and Human rights.
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people of all ages
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for Care Experienced people.

Qualifications:

- While we welcome the knowledge gained through relevant qualifications, we are just as interested in relevant work experience.
- Demonstrable continuing professional development in relevant areas.

Knowledge:

Demonstrable knowledge of:

- Microsoft Office systems.
- Current research and recommendations relating to volunteer issues.
- Understanding of data collection, collation, analysis and presentation
- Training, teaching and learning methodologies.
- Communication techniques and learning styles.
- The issues affecting Care Experienced people.
- Child and human rights.
- Delivery of participation through a variety of methods
- Experience managing a team of volunteers in different roles
- Experience in recruiting through various channels
- Working knowledge of databases
- The Promise.

Skills and Competencies

- Ability to manage your time and workload effectively to meet deadlines.

- Ability to effectively evidence and plan work.
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships with diverse people, young people and adults at all levels.
- Ability to form positive relationships with children and young people, volunteers and staff.
- Ability to work collaboratively as part of a team and on own initiative.
- Ability to work across various teams
- Ability to work flexibly.
- Excellent administration skills and the ability to produce high quality work.
- The recruitment, selection, training and support of volunteers, which should have included young people and the ability to identify and develop a variety of volunteer roles.
- Preparing and delivering effective presentations/training events.
- Working under pressure in a changing/dynamic environment and using own initiative.

Experience

- Experience of recruiting, training and supporting volunteers.
- A record of managing simultaneous priorities and projects.
- Experience of working with a range of diverse people.
- Experience managing a team of volunteers in different roles.
- Analysing and reporting impact.
- Experience of youth work.
- Experience of supporting groups of vulnerable adults.

We particularly welcome applications from people with experience of care who meet the criteria for the post.

**Closing date for applications is Friday 18th July 2025.
Interview dates to be confirmed.**