

## Job Description

<b>Job Title:</b>	<b>Supported Volunteer Coordinator</b>
<b>Hours:</b>	Pro-rata 21 hrs p.w. including occasional evening/weekend work
<b>Salary:</b>	Point 28-30 (£26,776-£28,634) inc OWL + 6% pension (pro-rata)
<b>Responsible to:</b>	Volunteer Centre Manager
<b>Responsible for:</b>	BVSC Volunteers

### **Background**

We believe that volunteering has the potential to profoundly change lives and communities.

The Volunteer Support Project provides support to people with learning disabilities, autism or mental health needs to start, and maintain, volunteering. It also aims to develop good practice within volunteer involving local organisations by providing guidance and support to enable them to welcome a diverse range of volunteers.

This is a varied and integral post to support local people and support our vision that volunteering is open to all.

### **Purpose of the Job**

Your previous experience of supporting people with additional needs will enable you to provide a personalised outcome-focused plan for each client that you support to ensure that they have a rewarding and positive volunteering experience, addressing barriers and achieving goals that are important to them. Your passion for promoting volunteering, providing support, motivating others and your non-judgemental and positive approach will help us achieve our mission that volunteering is open to all.

You will encourage and support local organisations to develop their practice leading to a more diverse volunteer team through a mix of 1:1 support, networks and training sessions. Your strong digital and communication skills will also allow you to develop a range of written resources such as factsheets, blogs and templates that can be used as a guideline.

You will champion inclusive volunteering and best practice, thriving on raising the standards of volunteer management within volunteer involving organisations in Bexley. Your previous experience of developing and managing volunteer programmes will enable you to share good practice and provide advice, guidance and support to organisation. You will ensure that all people that work with volunteers have the skills, confidence and knowledge to provide a high-quality volunteering experience to every volunteer regardless of any additional needs.

A pro-active approach and good organisation, communication and digital skills will ensure success in this role, as will good knowledge and understanding of the issues that volunteer organisations face when supporting volunteers with additional needs. You will need to be able to develop and maintain strong relationships with local organisations to enable you to find exciting and meaningful volunteer opportunities for people. Your experience of digital case management and paperless working will ensure that you are compliant with relevant legislations.

Your dedication to improving your own services will ensure that you regularly review and develop the Volunteer Support Project to ensure that it always meets the needs of your clients. You will support the development of project plans and impact reviews to demonstrate the difference that the project, and volunteering, makes on the lives of local people.

Some evening or weekend hours will also be required to attend events that will enable you to promote your project and those of BVSC as a whole. As this role will also involve daily travel in the normal course of the work, a current valid driver license and access to a vehicle is therefore essential.

### **Key Duties**

- To provide one to one support to people with mental health needs, autism or learning disabilities to begin volunteering
- Offer personalised support to help volunteers start their volunteering including route planning, attending taster sessions and accompanying to initial meetings
- Offer support via phone and placement visits for the first 6 months of a volunteer placement
- Develop the project to ensure it is meeting the needs and outcomes of volunteers, for example through developing taster sessions or mentors
- Promote a positive image of people with mental health needs or learning disabilities as volunteers and of the benefits of volunteering
- Work with local groups to adapt and develop their practice leading them to becoming an organisation that can support a diverse range of volunteers

- Work closely with the Volunteer Development Officer to coordinate support offered to local organisations
- Identify barriers that people with mental health needs and learning disabilities face with regards to volunteering and develop ways to address these
- To keep up to date with legislation and policy related to volunteering and disseminate information accordingly
- To work with a variety of agencies across sectors and establish strong working relationships to promote volunteering
- Evaluate the service provided and identify, and work to resolve, any issues that arise in partnership with service users
- To support the Volunteer Centre Manager to develop training and support packages for volunteers and organisations, including supporting organisations to obtain the Valuing Bexley Volunteers Quality Mark
- To support the Volunteer Centre Manager with arrangements and administration of events such as Bexley Volunteer Awards and Volunteer Fairs, and to participate in borough wide volunteering initiatives such as Volunteers' Week
- To maintain our organisational profile

#### Working with Organisations

- To assist organisations to generate appropriate, accessible volunteering opportunities and role descriptions and support with volunteer recruitment processes
- To provide expertise on best practice and volunteering issues for volunteer involving organisations
- To develop policies and processes, information factsheets and good practice resources to ensure effective management and support of volunteers throughout the borough.
- Ensuring volunteer management knowledge is up to date and sharing this with organisations through blogs, networks and 1:1 support

#### Working with local people

- To be the first point of contact for local people with mental health needs, autism or learning disabilities interested in becoming a volunteer and respond to enquiries from all channels including phone, email and website

- To ensure that action plans are created for people which are person centred, achievable and provide opportunity for development

#### Within BVSC

- Support volunteers within BVSC who may need additional support
- To maintain volunteer and organisation records and our CRM database, ensuring that information is accurate and up to date, including all contact with the Volunteer Centre
- To ensure that good practice, with regard to volunteers, is followed within our own organisation and support other staff to involve volunteers
- To prepare reports and statistical information for monitoring and evaluation purposes
- To demonstrate a commitment to BVSC and Volunteer Centre Bexley and attend at least two BVSC events
- To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR
- To assist with general office duties such as answering the phone or welcoming visitors
- Attending staff meetings, supervision and training as required
- Undertake any other duties that may reasonably be assigned from time to time including travel throughout the borough to attend events and meet with volunteers and organisations.

These are the normal duties which are required of the position, however we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services.

### Person Specification

We are looking for people who demonstrate personal qualities that are consistent with our organisational values, who have the right experience and skills for the role.

#### **Key**

Demonstrate suitability via: A-Application, I-Interview, P-Presentation

<b>Values</b>	<b>What we expect of the Volunteer Improvement Officer</b>	
Integrity, honesty and transparency	To do the right thing, even if it's not the easy thing. Is recognised by everyone as a person you can trust. Acts honestly, ethically and legally in all that you do	A,I
Showing respect	Treats all clients, team members and partners with dignity and respect. Respect the dignity and privacy of everyone you work with. You are a role model for inclusive leadership, treating people according to their needs.	A,I
Being responsive	Is innovative in response to change to achieve better outcomes. Commitment to continuously improving what you do to ensure the best for our communities	A,I
Staying positive and proactive	A positive approach to your work, actively challenging negative attitudes and behaviours. Being a champion of change. Challenges existing processes and always looking for ways to improve.	A,I
Working in partnership	Builds and grows external partnerships to maximise mutual benefits. Support their manager to develop a high performing team. Work together, and creatively, to produce the best outcomes for local communities. Share information appropriately. Recognising that we are stronger when we work co-operatively with others.	A,I
Learning and improving	Is driven to generate ideas which will improve and streamline ways of working. Recognises own areas of development and strives to improve on them. Actively seeks feedback of own performance and takes time to learn from the skills and knowledge of others.	A,I

	Commitment to continuously improve what we do to ensure the best for our communities.	
Maintaining our independence	Support their manager to build a sustainable service. Consider sustainability when making decisions. Promote and protect the reputation of the organisation	A,I
Safeguarding and professional boundaries	Continuously updates own knowledge of Safeguarding procedures and follows all guidelines. Aware of importance of boundaries and able to support team to work with a variety of vulnerable clients. Have the courage to speak up where there are concerns about the quality of services	A,I

### Skills and Experience

<b>Essential</b>	
Extensive experience of working with mental health needs or learning disabilities	A, I, P
Knowledge of good practice relating to volunteer management	A, I, P
Excellent IT skills including previous use of Microsoft Office and databases	A, P
Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people	A, I, P
Excellent communication skills, both verbal and written	A, I, P
Ability to promote volunteering in an engaging and motivational manner	A, I
A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines	A, I, P
Ability to identify innovative ways to develop the Volunteer Centre	A, I, P
Willingness to work outside of office hours on occasions	A
Ability to drive and use of a vehicle	A
<b>Desirable</b>	
Experience of working in partnership with a range of agencies	A
Understanding the role of a Volunteer Centre with regard to supporting the growth of volunteering Experience of updating website content	A, I, P
Ability to identify innovative ways to develop the project and Volunteer Centre	A, I, P