

JOHN STORER CHARNWOOD

JOB DETAILS – February 2024

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| Job Title | Volunteering & VCS Support Coordinator |
| Responsible to | Director |
| Salary | Scale S5, scp 12 |
| Status/Hours | Permanent, 20 hours, including occasional unsocial evenings and weekends as required |
| Accountability | Holds devolved budget for volunteering |

Main Purpose of the post:

To promote, develop and support volunteering and VCS action, both within John Storer Charnwood and the wider Charnwood community. To develop, recruit and support volunteers within John Storer Charnwood.

- 1 Directly recruit volunteers for all aspects of activities at JSC, maintaining records, and legal requirements – in order to promote well-being for local people, supporting and training volunteers to ensure they gain from their giving
- 2 Support the
 - Managers who will provide ongoing volunteer management, with advice and training
 - Voluntary Action LeicesterShire (VAL) brokering service
 - Voluntary & Community Sector (VCS) in Charnwood
- 3 Make more and better use of volunteers across all services and assist to ensure that all staff contribute to a single team approach

Key Tasks and Responsibilities:

1 Recruit volunteers

- 1.1 Develop roles and role descriptions to ensure maximum impact to the organisation. Complete matching procedure to ensure the role is suited to the volunteer.

- 1.2 Follow safer recruitment processes including references and DBS checks where appropriate
- 1.3 Liaise with volunteers, ensuring individual needs are met, working with volunteers from age 14 to 84.
- 1.4 Ensure all relevant legal requirements are met, including all Health & Safety and Safeguarding policy
- 1.5 Provide ongoing support and supervision to volunteers, working in close liaison with JSC staff to make additional support available for volunteers with extra support needs
- 1.6 Maintain electronic and hard copy records in line with GDPR and confidentiality policies
- 1.7 Organise and promote thank you events and long service certificates
- 1.8 Carry out annual review of volunteer roles influenced by organisational needs review.
- 1.9 Provide ongoing and annual monitoring, contributing to Annual Review and periodic funder-related requirements.

2. VCS and volunteering support and development

- 2.1 Facilitating and providing administrative support for the Charnwood VCS Networks and other relevant VCS partnership meetings.
- 2.2 To arrange and develop a programme of training relevant and open to the wider VCS groups and organisations. Training will include but not exclusive to Volunteer Management, First Aid, Food Safety, Health & Safety Awareness, Safeguarding and Confidentiality & Boundaries. This programme will use external trainers and some in-house trainers, including the Volunteering & VCS Coordinator (see 2.4) and will cover our own in-house training needs.
- 2.3 Provide advice and guidance to all volunteer managers regarding best practice to promote retention and excellence in volunteer management.
- 2.4 Deliver training to VCS groups of varying sizes in line with developing the JSC training offer.
- 2.5 Be the first point of contact for the VAL volunteer brokering service
- 2.6 To develop and maintain the Volunteering and VCS pages within the JSC website. To ensure that we post relevant articles and blogs on our webpage and Facebook accounts and promote access to this to the Charnwood VCS community.
- 2.6 To gather, maintain and update information from other Charnwood based organisations about their volunteering opportunities and to promote on the website and via printed brochure.

2.7 To develop a JSC VCS Services brochure.

Associated responsibilities

To play a strategic role in the provision of well-being services across the organisation ensuring that the needs of individual customers are met appropriately and holistically.

Benefiting individuals – Customer-facing

Work closely with other John Storer Charnwood staff, under the guidance of a senior manager, to deliver effective and efficient solutions to meet the needs of individuals, groups and communities in Charnwood and Leicestershire

Raise awareness and promote the services of John Storer Charnwood, to assist in creating and maintaining good external relations

Seek to raise standards and improve quality of services and activities provided, and lasting impact

- Quality outcomes for each individual
- Impact on communities

Organisational sustainability – independence from “grants”

Work creatively and innovatively within the staff team to respond to changing circumstances and develop the generation of income

- Self-generated trading income
- Business opportunities, and development of services
- Tendering to deliver public services
- Partnership arrangements with financial aspects

Work within the staff team to ensure streamlined services are provided and that efficiency savings are made through effective staffing structure

Performance management culture – Monitoring, Reporting and Accountability

Ensure compliance with all contractual and other funders' requirements, including outputs and outcomes and service quality standards

Work with the Senior Management Team to provide management reports to, and gain advice and support from all John Storer Charnwood Trustee Committees, including;

- Performance management against service targets
- Evaluating performance against quality standards
- Monitoring of income and expenditure, management accounts

- Uphold, and enable monitoring of equalities and diversity policies and practices, positively promoting equality of opportunity in service delivery and employment practices. e.g. for under-represented groups

Comply with all rules on health and safety and ensure necessary monitoring and reporting forms are completed, daily attendance notified and displayed, and share in duty management responsibilities for premises

Contribute to achievement of wider strategic aims, including attending management and other meetings, and contributing to development and implementation of the Business Plan

Flexible staff co-operation

It is necessary to work flexibly and to be prepared on occasion to contribute to other areas of work in the Organisation. Only a strong existing tradition of teamwork and commitment enables the staff to enjoy the satisfactions, as well as facing the challenges, of working in an open and complex organisation of this kind

Take responsibility for own learning and development, including through regular support, supervision and training, to ensure that the project workers' skills and knowledge are kept up to date

Other reasonable duties, may be carried out by the post-holder, from time to time, as requested by the line manager or trustees

Volunteering and VCS Support Coordinator – Person Specification

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|---------------|----------------|
| Requirements | How measured |
| E = Essential | A= Application |
| D = Desirable | I = Interview |
| | T=Test |

| Description | E or D | How |
|---|--------|-----|
| Knowledge and Skills | | |
| Must have at least 3-years' relevant experience in volunteer management and/or community project development | E | AI |
| Must have administration skills, probably gained by at least 2-years' experience working in the VCS, to proficiently and accurately, to necessary level of detail <ul style="list-style-type: none"> • Operate office procedures and equipment • Produce management information reports • Make appointments and manage diaries | E | AI |
| Must have Information and Communications Technology (ICT) skills, probably gained by at least 2 years' experience working in the VCS, to be able to <ul style="list-style-type: none"> • Input to, and process information in Database, to produce statistics and reports | E | AI |
| Ability to deal with a range of people, in local communities and across levels of various public services, probably gained through 2 years experience in a customer service environment | E | AI |
| Able to work in dynamic and changing communities, with the ability to meet diverse needs of volunteers, whether young or old, whatever their levels of ability and irrespective of their health and well-being | E | AI |
| Should be confident in delivering training to groups of varying sizes and be prepared to complete training courses with a view to delivering training to others. | D | I |
| Management and Supervision | | |
| Able to supervise and support small teams of volunteers | E | AI |

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| People and Contacts | | |
| Able to explain Volunteering – verbal and written communication skills | E | AIT |
| Understand range of public services, voluntary and statutory, affecting daily quality of life issues across communities in Charnwood | D | A |
| Able to work reliably and responsibly as a team with internal and external colleagues, demonstrating cross-boundary working, and working with others to achieve organisational goals | E | A |
| Accountability and Resources | | |
| Will be able to assert direct control over resources, displays and products | E | AI |
| Job Impact | | |
| Determination to seek to improve quality of performance to achieve best practice. | E | A |
| Caring attitude to all people using JSH, and competence to deal with all situations | E | I |
| Creativity and Innovation | | |
| Will be able to provide consistent Information and statistics to support management | E | A |
| Able to plan, organise, manage and monitor activities in a logical and consistent manner, using appropriate information systems and tools e.g. charts | E | A |
| Independence and Judgement | | |
| Able to work with minimum supervision using initiative, thinking on your feet, and responding to urgent situations and emergencies | D | AI |
| Able to identify problems, analyse the relevant factors and through the use of appropriate information, suggest effective solutions | D | A |
| Able to accept responsibility for own initiatives, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure | E | AI |
| Other attributes | | |
| Relevant qualification – Administration, Volunteering, Training, Management | D | A |
| Voluntary work | D | A |
| Supervising volunteers | D | A |

Other requirements

All staff employed by Voluntary Action Charnwood will:

- Recognise the Duty of Care to all service users and the public
- Agree with the organisation's values and ensure they are complied with at all times
- Demonstrate understanding and belief in Voluntary and Community Sector values
- Implement best practice in relation to Equalities and Diversity, so that all people and communities in Charnwood are included in our services and treated justly

The person appointed to this post will also:

- Have Enhanced level clearance from DBS including a children and adult workforce barring check – **E**
- Have a driving licence and access to a vehicle – **D**
- Be available for occasional evening meetings and weekend events – **D**

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