

**JOB DESCRIPTION**

# Volunteer Development Officer – Vale

**Salary: £12,153**

**Hours: 20 hours**

**Base: Various – Predominantly llantwit Major, Also Barry but work will be across the whole of the Vale of Glamorgan.**

The jobs main role is to lead on the recruitment of a large number of volunteers to meet the needs of the clients of the Vale Good Neighbour Schemes. (Target = 40 Annually)

The post holder will take a proactive approach to volunteer recruitment and will deliver a fast and effective process including developing appropriate training and empowerment of volunteers to respond to client’s needs.

Working with the other volunteer development officers the post holder will be instrumental in delivering the volunteer strategy. The strategy has an emphasis on developing volunteer peer support across the organisation and increased engagement with volunteers.

**Specific Objectives of the post**

* To recruit, train and support a large number of volunteers to meet Good Neighbours client needs
* To develop new ways of working with volunteers to provide new opportunities and flexibility in how they work
* To establish relationships between volunteers to promote volunteer peer to peer support and the introduction of lead volunteers.
* Working with the two good neighbours coordinators the post holder will promote the Good Neighbours service to help spread awareness of the project and most importantly recruit volunteers.

**Knowledge & Experience**

The post holder requires a good general education and experience of managing, organising or supervising activities /people either in a professional or personal capacity. They should have a qualification in volunteer management or a willingness to achieve an appropriate qualification.

The post holder will need to be competent in a number of software packages such as Word, Internet Explorer, Outlook Express, Using Social Media as well as operating and inputting data into the organisational database (Charity Log).

The post holder will need to feel comfortable with public speaking and delivering training to potentially large groups of people.

**Communications & Relationships**

The Development Officer will be responsible for promoting volunteering for Age Connects Cardiff and the Vale and working with the Good Neighbours Volunteer Managers, they will be responsible for putting together and implementing a promotional plan that facilitates regular volunteer recruitment campaigns through a variety of mediums.

The Development Officer with Volunteer Managers will be required to design, arrange induction and deliver individual and group training sessions on subjects relative to the volunteer’s line of work.

The Development Officer will build relationships with new volunteers to explore their skills and interests creating volunteering opportunities and deploying them to meet the needs of clients and the organisation.

The Development Officer will be responsible for communicating policies and procedures to volunteers and keeping in regular contact through a variety of mediums such as newsletters, and social media closed groups.

The Development Officer will be responsible along for internal and external communications having regular contact with volunteers, community groups and community leaders, local businesses, health and social care professionals and the general public.

The relationship the Development Officer builds with community leaders, community groups and local businesses is particularly important to ensure that the organisation and the many volunteering opportunities are widely known across the counties.

**Co-ordination**

The Volunteer Development Officer is responsible for managing their own work load and co-ordinating the work of volunteers that report to them. They will need to develop a team approach to managing volunteers and develop a peer to peer support network.

The Volunteer Development Officer will be required to develop small pilot projects to address gaps in services and over the course of the project to recommend how best to develop or sustain those projects in the longer term.

The Volunteer Development Officer will need to work independently using their own initiative to plan and organise a number of activities including recruitment and training of volunteers, developing volunteering opportunities

The Volunteer Development Officer will be required to work with Volunteer Managers across the Organisation to co-ordinate the establishment of small community groups of volunteers, where appropriate.

**Policy & Service Development**

Whilst working within clearly defined organisational policies and procedures the Development Officer will be responsible for developing and implementing the Volunteer Strategy and volunteer policies and procedures.

The Development Officer will take responsibility for the development of how the organisation works with volunteers including the introduction of peer support and mentoring and for introducing new ways of maximising volunteer support that is offered to us. They will be responsible for developing new volunteering opportunities including formal and informal opportunities.

The Development Officer will be responsible for ensuring the volunteers they line manage, work within Age Connects policies and procedures.

**Finance & physical resources**

The Development Officer has a personal duty of care in relation to equipment and resources used in carrying out the role.

The Development Officer will be responsible for managing a small training and recruitment budget for recruiting, inducting, ongoing training and meetings for volunteers.

The Development Officer is responsibility for supporting fundraising activities and encouraging volunteers to become involved.

All staff are expected to become involved in promoting the organisation and supporting fundraising activities and events. These funds are vital to the Charity delivering against their charitable objectives.

The Development Officer is responsible for seeking grants to support volunteering and where grants have been obtained the Development Officer will be accountable for the safe administration, and reporting on small grants

The Development Officer will need an awareness of the importance of how donations and fundraising can contribute to the budget position as well as how other expenditure contributes to the budget position e.g. avoiding waste in stationary supplies.

**Supervision**

There is a level of responsibility for supervising volunteers. One of the main functions of the role is to recruit train and supervise volunteers.

The Development Officer is accountable with the Good Neighbours Volunteer Managers for assessing the suitability of volunteers and risk assessing the placement of volunteers.

The Development Officer is responsible with the Good Neighbours Volunteer Managers for the day to day supervision of the volunteers, and the allocation of tasks. They need to ensure that volunteers work within Age Connects policies and procedures.

The Development Officer is responsible for identifying the training needs of volunteers and for developing their skills and knowledge to perform well in their volunteering role.

**Independent Action**

The Development Officer will work independently and on their own initiative but within clearly defined organisational policies and procedures. Support from Programme Manager is available when required.

The Development Officer is responsible for working with community groups, community leaders and residents to find solutions for individuals who are experiencing loneliness or isolation.

The Development Officer will be responsible for monitoring and collecting data that demonstrates where client’s needs have been met and the outcomes achieved as well as identifying gaps in services and outcomes of sign posting to other organisations.

The Development Officer will be responsible for collecting and analysing the data and will support the Good Neighbours Volunteer Managers in writing quarterly reports.

The Development Officer will be responsible for collecting data on volunteers such as profile, level of activity and outcomes for volunteers.

**Other Duties**

The post holder is responsible for ensuring that all work is consistent with the policy, procedures and direction of Age Connects Cardiff & the Vale. The post holder may be required to undertake any other duties that may be appropriate and allocated from time to time following discussion.

In addition, co-operation is required in order to achieve a healthy and safe

workplace, and the post holder has a responsibility to do everything they can

to prevent injury to themselves and their fellow employees and others

affected by their actions or omissions at work.

**Job Holder\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Line Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**