

JOB DESCRIPTION

Job Title (incl. Adult or child).	Volunteer Services Advisor
Department	Volunteer Services
Reporting to	Volunteer Services Manager
Location	Multisite
Hours and Days of work	Monday to Friday 37.5
Salary	TBC
Purpose of Role	The Volunteer Services Advisor plays an integral part in the management of all elements of volunteering from recruitment, placement and retention of volunteers.
Main Duties & Responsibilities	<p>The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.</p> <p>Volunteer best practice</p> <ul style="list-style-type: none"> • Develop relationships with Volunteer Coordinators/Shop Managers to understand how they work and assess their volunteer opportunities/needs • Support Volunteer Coordinators/Shop Managers to draft role descriptions ensuring they are reviewed and amended as appropriate • Provide Volunteer Coordinators/Shop Managers with an advisory service on volunteer management and supporting them to recruit, train, support and coordinate their volunteers in line with best practice • Undertake regular catch up sessions with Volunteer Coordinators/Shop Managers to discuss volunteer vacancies, issues/concerns, recognition, leavers and any other volunteer related issues/discussion • Contribute in the review/implementation of volunteer policies and procedures • Be proactive in ensuring policies and procedures are operated across the Charity and communicated to volunteers and Volunteer Coordinators • Facilitate the Volunteer Coordinators Forum and providing guidance on topics relating to volunteers • Undertake volunteer surveys to gain feedback about their volunteer experience and collate responses • Manage the leaver process, ensuring that volunteers receive an appropriate thank you from the charity • Provide reports and statistics about volunteers as and when required <p>Recruitment</p> <ul style="list-style-type: none"> • Respond to and acknowledging volunteer enquires in an adequate

timeframe

- Carry out informal interviews with potential volunteers, ensuring they are suitable matched to an appropriate volunteer role
- Liaise with Volunteer Coordinators/Shop Managers with details of potential volunteers that have been interviewed
- Overview the referral process ensuring the Volunteer Coordinator/Shop Manager makes contact within an agreed timeframe
- Manage the recruitment administration process including ID checks, recruitment paperwork, DBS applications (if applicable) reference checks and authorising new user request forms
- Facilitate the Corporate Induction session for new volunteers

Promotion of volunteering

- Manage recruitment campaigns to promote and raise awareness about volunteering
- Design promotional material ensuring that it reflects the diversity of roles and volunteers
- Attend recruitment fairs/events and identifying suitable places in the local community to promote volunteering
- Give talks in the local community to raise awareness of volunteering with the Charity
- Advertise volunteer roles on a variety of platforms to reach a wide range of audiences
- Raise awareness of volunteering internally
- Manage the Volunteer Social Media accounts

Recognition

- Coordinate volunteer recognition events such as the Long Service Awards, Every One Of Us Awards and Volunteer Christmas Parties
- Celebrate volunteers' achievements and events i.e. Volunteers Week
- Work with the Marketing Team to nominate volunteers for local and national awards

Projects

- Work on projects as and when required by the Volunteer Services Manager
- Manage the Young Ambassador Project including working with teams to identify suitable volunteer opportunities for young people, promoting the project, undertaking interviews and ensuring they are recognised

Database

- Ensure the volunteer database is kept up to date
- Carry out regular audits to ensure the database is kept up-to-date
- Run reports from the database to provide statistics

DBS

- Ensure the Charity maintains policies and procedures as required by the Disclosure and Barring Service (DBS)

Supervision and coordination of volunteers

- Act as the Volunteer Coordinator for volunteers within the Volunteer Services Team, ensuring they are recruited, trained, supported and coordinated in accordance with Havens Hospices policies and procedures
- Being responsible for ensuring that volunteers have a clearly defined task,

	<p>sufficient direction and work to do in the support of all team members</p> <p>Team / Organisational Work</p> <ul style="list-style-type: none"> • Help to ensure that the department is adequately staffed at all times, including days off, lunch breaks, and holidays in order to maintain levels of service and ensure cover for own holiday periods • Foster a 'can do' culture by actively seeking solutions to problems • Foster a good working relationship with volunteers, all Trustees, Executive and department staff with whom the job interacts • Be flexible with regard to working hours where requested (evening and weekend work may be necessary) • Maintain confidentiality regarding client information at all times • Represent the Volunteer Services Team on organisational groups or forums as and when required • Be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed • Attend staff meetings as required <p>Personal Development</p> <ul style="list-style-type: none"> • Participate in annual appraisals • Identify own on-going educational needs and discuss with the Volunteer Services Manager to achieve those development needs • Be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period • Always conduct yourself in a professional manner • Carry out all aspects of your role positively and with enthusiasm
<p>Personal Specification & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Experiencing of organising events • 2 years' experience of working with Volunteer • GCSE level qualifications in Maths and English (Or equivalent) • Proven experience of presenting • Intermediate keyboard and IT skills, working with Word, Excel and Outlook • Experience of working with a Central Information Database • Excellent relationship building and interpersonal skills • Outstanding collaboration skills, with proven ability to work with multiple stakeholders to accomplish goals required • Excellent communication skills with the ability to communicate sensitively and diplomatically with a wide range of people • Ability to work on own initiative and work effectively within a team • Ability to plan and prioritise work to meet deadlines • Ability to multi task, plan, prioritise and manage a busy and varied workload whilst meeting agreed deadlines • Understanding of the range of access issues and the barriers relating to service delivery and volunteering • Understanding of the motivations and needs of volunteers • Friendly, caring attitude towards people • Committed to maintaining confidentiality • Committed to and/or respectful of Haven's Christian ethos and care philosophy • Committed to Equal Opportunities •

	<ul style="list-style-type: none"> • Enthusiasm • 'Can do' attitude • Car owner / driver or have access to own transport. • Able to work weekends and evenings with a flexible approach to the working day <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working in the Charity sector • Experience of using social media
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Expected Behaviour (Competencies)					
Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others			X		
Planning and Analysis		X			
Managing Change			X		
Customer Focus		X			
Communication, Drive & Impact		X			
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Ambiguity					
Influencing, Negotiating & Decision Making					
Leadership					

Copy of Job Description Issued to Current Job Holder

I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.

Safeguarding statement

Havens Hospices is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Havens expects all staff and post holders to share this commitment. References: A minimum of two referees must be obtained, one of which should be the current or most recent employer and both should be able to testify to the suitability for the role and whether there is any known reason why any candidate should not work with vulnerable groups. The charity will request a check via The Disclosure and Barring Service (DBS) for roles that require contact with children, young people and vulnerable adults and these must be obtained prior to commencing employment with the charity.

Name	Date
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Last Update: Sept 2021