

**Job Description**

Title: Volunteer Development Officer

Reports to: Day Services Manager

Remuneration: £26,400

Hours: 37 hours per week full time

Based: Paul’s Place

Terms: Permanent, 28 days annual leave entitlement plus bank holidays with occasional weekend and evening working

DBS Status: Enhanced DBS

**ROLE PURPOSE**

This role is pivotal to focus on developing an in-house volunteering programme, with the sole purpose of working with our members (service users) to develop their confidence and skills to become volunteers at Paul's Place. A long-term outcome would be for those members to feel confident enough to volunteer with in the local community. To make this opportunity a reality we need to be able to develop volunteering opportunities for our members. The Development Officer will work with our members to upskill them to be able to become volunteers initially at Paul’s Place and then later, the wider community. To manage and develop the team of volunteers at Paul’s Place to ensure that consistent support systems are in place to support volunteers and Members alike.

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| **MAIN DUTIES** |
| **Supervision** | * To be responsible for supervision and training of members of Paul’s Place who become volunteers, overseeing their learning, development, and training.
* Carry out one to one meetings with volunteers.
* Design volunteer rotas to ensure that volunteer support is in place to support Paul’s Place projects and services.
* Manage any volunteer issues with the Day Services Manager.
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| **Organisational Responsibilities** | * To develop volunteer opportunities to enable Paul’s Place members to volunteer.
* To work with members to encourage them to develop their volunteering options for Paul’s Place.
* Develop a pathway for members to Volunteer within Paul’s Place including recruitment, training and support.
* Ensure that all volunteer contact details are up-to-date, and all volunteer details are entered onto the CRM system.
* Support Day Services Manager with activity planning and considering volunteering support roles.
* Work with the fundraising team to support events with Paul’s Place member volunteers.
* Work with the fundraising team to develop income to ensure the sustainability of the project. Submitting funding bids as agreed.
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| **Service Delivery, Quality Assurance, Monitoring and Evaluation** | * Ensure all volunteer related paperwork is completed and volunteer record management systems maintained.
* Ensure all volunteers training records are up-to-date and that volunteers have completed all necessary training and are adhering to all policies and procedures.
* Ensure that all requirements are in place relating to volunteering quality assurance and making Paul’s Place a meaningful volunteering opportunity.
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| **Relationship Management** | * To develop professional relationships with staff, volunteers, members, Trustees
* To promote volunteering opportunities to Paul’s Place members and be responsible for the recruitment and training of all Paul’s Place member volunteers.
* To develop professional relationships within the community to enable Paul’s Place member volunteers to progress with their volunteering.
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| **General duties** | * Attend line management supervision, team meetings and annual appraisal.
* Keep up to date with issues and developments within the disability community.
* Attend mandatory safeguarding training and refresher sessions, as well as other relevant staff development/ learning sessions.
* All staff may be asked to undertake other duties and responsibilities as determined the CEO or Board of Trustees.
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**Person Specification**

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| **EXPERIENCE** | **Essential (E) / Desirable (D)** | **How assessed** |
| 1 | Experience of recruiting, managing, and working with volunteers either in a paid or voluntary capacity | E | I |
| 2 | Experience of designing/delivering volunteer led community projects | E | A/I |
| 3 | Experience of report writing | E | I |
| 4 | Experience of training groups of people  | D | I |
| 5 | Submitting funding bids to support work. | D | A/I |
| **KNOWLEDGE**  |  |  |
| 1 | Knowledge of what motivates individuals to volunteer and a knowledge of the requirements that people have to take on a volunteer role.  | E | A/I |
| 3 | Knowledge and understanding of the disability and the challenges that disabled people face in line with knowledge of equality and diversity.  | D | I |
| 4 | Knowledge of how to plan for volunteer led projects. | E | I |
| **SKILLS**  |  |  |
| 1 | Proven project management skills and ability to carry through tasks to a deadline. | E | A/I |
| 2 | Problem solving skills and the ability to think creatively | E | I |
| 3 | Excellent verbal and written communication skills | E | A/I |
| 4 | Proactive and able to use own initiative, working with minimal supervision, within a defined work-plan. | E | I |
| 5 | Confident using IT and familiar with Mirco-soft office packages | E | I |
| **QUALIFICATIONS**  |  |  |
| 1 | Educated to an A Level standard with a good level of English and Maths | E | I |