



## Volunteer and Engagement Coordinator

### Job Description:

<b>Hours:</b>	Part time (28 hours per week)
<b>Salary:</b>	£26,000 to £27,500 pro rata dependent on experience
<b>Responsible to:</b>	Advocacy Manager
<b>Responsible for:</b>	Volunteers
<b>Working with:</b>	Advocacy Manager, Advocates and Volunteer Advocates

### MAIN PURPOSES OF ROLE:

- To refine and implement a revised volunteer strategy to increase volunteer interest in the work of the organisation and the numbers of active, focused volunteers.
- To develop, promote and facilitate the delivery of advocacy services by recruiting, training and supporting a team of volunteer advocates
- To enable volunteers to receive appropriate information and support at critical times
- To facilitate user voice and experience
- To develop and coordinate delivery of training for the organisation
- To promote and develop the organization, raising the profile of AIB with commissioners and potential funding bodies
- To hold responsibility for maintaining social media presence, website and general profile raising
- To work closely with colleagues across the organisation, to work from and attend regular meetings at the Advocacy in Barnet office as and when required

KEY ACCOUNTABILITIES:	MEASURABLE OUTCOMES:
Further develop a volunteer strategy to ensure the growth and development of volunteer lead activity. To provide effective management and coordination of volunteer involvement to support the overall needs of the charity.	The volunteer strategy is implemented and targets are met. Effective processes and controls are in place to ensure volunteer activity is centrally coordinated, tasks are outlined and reviews are implemented with the appropriate checks undertaken to ensure the safety and wellbeing of all volunteers.
To recruit and retain volunteers across all areas of the charity.	An increase in volunteer numbers, to ensure that activities are well coordinated and manned. Sufficient numbers of volunteers are

Proactively seek new volunteering opportunities within our areas of operation and develop rewarding volunteering opportunities and experiences.	available to support the effective operation of the charity. Evidence of increased profile of the charity and new contacts reached.
To produce and implement a training plan and to provide regular training and development opportunities for volunteers and staff to include booking outside agencies, venue, catering, informing volunteers of opportunities and undertaking relevant administration.	Volunteers have the correct training in relation to the tasks they undertake and they are motivated and inspired whilst volunteering at the charity.
To attend weekly advocacy meetings to plan and allocate suitable volunteers to the work and pro-actively offer support to volunteers in their work on both a one-to-one and group basis.	Service users are offered advocacy within referral time frames. Volunteers report feeling supported in the work they do.
To ensure all volunteers follow relevant AIB procedures in their work, are compliant with data guidelines and report as required	Quality standards are measurably met.
To ensure the Volunteer Handbook is updated regularly and reviewed accordingly.	Volunteers have the appropriate policies and procedures to undertake their tasks safely and effectively.
To keep up to date with relevant legislation, services and benefits and cascade this to volunteers and staff ensuring that people affected are aware of local and national services, and are enabled to maximise their income and are aware of their rights	Volunteers and staff are well informed and feel confident in their role.
To be responsible for the communication and dissemination of charity literature, news and key messages, policies and procedures to both new and existing volunteers.	Volunteers are well informed and feel confident in their role and when they are promoting the work of the charity.
To develop opportunities for people to access help and information to suit their individual emotional and geographical needs. This may include one to one drop in sessions, home visits, information events and outreach surgeries.	Direct requests from individuals for advocacy constitute a significant part of advocacy delivery.
To arrange annual volunteer events and maintain a diary of support and recruitment events throughout the year.	Volunteers are engaged with the work of the Charity and have regular opportunities to share experiences with other volunteers and staff.
To collate, organize and maintain volunteer personnel information and records.	Accurate and comprehensive volunteer data maintained.
Health and Safety management (as it refers to Volunteers).	Processes and procedures are in place to maintain safe and healthy work practices.

<b>ADDITIONAL RESPONSIBILITIES:</b>	<b>MEASURABLE OUTCOMES:</b>
To support and assist at recruitment and training events and talks to actively promote and support the work of Advocacy in Barnet.	To report back on attendance and results from these activities to demonstrate their added value.
To respond to and meet external requests for training.	To report back on delivery and results from these activities to demonstrate their added value.
Adopting a hands-on approach in relation to the setup of equipment required for events etc.	Resources are available (eg projector, display stands) to support events and the safe set up/breakdown of same.
Attend other events to support the organisation – public speaking to groups and assisting with promotions as required.	Flexibility and willingness to contribute to a range of tasks.
Prepare ad hoc analysis, reports and respond to ad hoc queries within remit.	Accurate and comprehensive data produced to deadline, to inform charity decisions.
To work as a full team member by sharing knowledge and advice when required, covering for holidays and carrying out any other duties which may reasonably be requested of the role when required. To work within the accepted policies of the organisation, paying particular attention to the duty of confidentiality, Data Protection Act 1998 and responsibility for your own Health and Safety and that of others.	Integrated, flexible, team-player.
To contribute to the identification of gaps in service provision, new opportunities and the implementation of new initiatives	
To undertake all administration in relation to the described tasks	Work undertaken is recorded
To attend support and team meetings	

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>	<b>Assessed By</b>
<b>Qualifications/academic achievements required</b>	Good general level of education Evidence of CPD	Experience in related field Evidence of CPD	Application /certificates

<b>Experience - type and depth of experience required to do the job</b>	Voluntary sector experience Experience of volunteer involvement Evidence of presenting to groups Knowledge of fundraising Administration /record keeping Driving license	Retail experience Experience in driving strategy and implementing plans to meet agreed targets PR/Press/Promotion work Report writing skills.	Application, interview, references
<b>Special aptitudes required</b>	Excellent communicator to present credibly and professionally at all levels. High levels of IT literacy. A "people person"	Volunteer Management Knowledge of volunteer and fundraising policies and procedures	Application, interview, references
<b>Personal disposition</b>	Confident; enthusiastic; outgoing; people person; discreet; team player; flexible; "can-do" approach		Interview, references
<b>Circumstances</b>	Must be able to accommodate occasional weekend and out of office hours working		Interview, references