Volunteer Services Officer

JOB DESCRIPTION

Post Information

Type of Post:	Permanent
Number of Posts	1
Hours of work	26 hours per week Monday to Friday with evening and weekend work on a rota basis
	The post holder will be part of the 'Duty Rota' and a key holder.
Accountability	The Volunteer Services Officer will be line managed by the Service Delivery Manager.
Salary	£23,607 pro rata, per annum.
Location	The Carers' Support Service.1 Town Hall Square, Grimsby, DN31 1HY Conducting outreach and attending events are a part of this post.

The Volunteer Services Officer plays an integral role in the provision of support to Carers in North East Lincolnshire. The post holder will manage the current team of volunteers and recruit volunteers to meet the demands of the service.

The post holder will recognise the value of volunteers and the importance of ensuring volunteers receive the right support and training and will coordinate and develop volunteer led services and work with the team to provide a range of support to meet the needs of individual Carers.

As part of their Key Responsibilities, the post holder will take the lead, make decisions on and work to ensure consistency of:

- Information made available to volunteers
- Volunteer inductions
- Support to volunteers
- Volunteer training
- Quality of volunteer services

The post holder will ensure a good and productive level of communication between the North and North East Lincolnshire services and will involve Service Managers in decisions that result in changes to the way volunteer services are delivered.

This is an exciting opportunity for anyone who is forward thinking, organised, self-motivated and has the ability to take advantage of and create opportunities for growth and development in the volunteer led services we provide.

Key responsibilities

- **Recruit volunteers**
  - Work in partnership with local organisations (including local colleges), and attend relevant meetings to publicise volunteer opportunities, recruit volunteers and manage volunteer placements
  - Work with former Carers to identify those who would like to volunteer to 'give back' or provide peer support to other Carers
  - Ensure a fair and safe recruitment process that has the outcome of recruiting volunteers with the right knowledge and skills

- **Train volunteers**
  - Provide induction training and ensure this training is kept up-to-date
  - Provide role specific training
  - Ensure volunteers have access to safeguarding and other essential training
  - Source training to meet specific needs
  - Inform volunteers of training opportunities that are optional but beneficial
- **Support volunteers**
  - Maintain effective communication with volunteers
  - Ensure volunteers are respected as valued members of the team
  - Conduct volunteer supervisions
  - Hold regular volunteer meetings
  - Support the organisation of events and recognition of volunteers in volunteers week
- **Manage volunteer roles and related services**
  - Befrienders (an informal listening ear, or help to access support such as a group)
  - Therapists (holistic therapies such as massage, reiki and reflexology)
  - Drivers (support for carers to access services)
  - Peer Group Facilitators (support with the delivery of Carer Groups)
  - Computer Tutors (provide basic computer tuition)
  - Information Champions (provide information on Carer Support in the community)
- **Develop volunteer roles and services**
  - Develop existing roles in line with organisational change and other influencing factors
  - Explore opportunities to provide new and innovative services with volunteers including taking advantage of funding opportunities
  - Work with partners to arrange volunteer led activities such as pamper days
  - Work with the team to identify areas for development in existing services
  - Engage with Carers to gain feedback on their experiences of accessing support
  - Engage with volunteers to gain feedback on their experiences of volunteering with the Carers' Support Service
- **Maintain accurate records and provide reports**
  - Provide quarterly statistics on performance, outcomes, quality and create case studies
  - Keep accurate records for all volunteers
  - Keep an accurate record of interaction with Carers
  - Ensure up to date DBS checks
  - Conduct reference checks
- **Connect Carers to support**
  - Register Carers with the service to identify their support needs
  - Ensure referrals to services are appropriate for the Carer and are based on need
  - Connect Carers with the most appropriate volunteer for them
  - Monitor the relationship between Carers and volunteers via effective communication

This role requires a degree of flexibility in order to meet the needs of volunteers and Carers, undertake outreach activity and attend events.

Home visits may be required.

The post holder is expected to work within the policies and procedures of the Carers' Support Service at all times and undertake other duties as required.