**Job Description**

**Job Title: Community Connect – Volunteer Co-ordinator**

**Hours**: 35 hours per week – **Fixed Term to 30th September 2022**

*NB: We are seeking longer-term funding for this project.*

**Salary**: Pro Rata of £28,128 pa inc. OLW & 6% Pension

*We will consider applicants interested in 28 hours across 4 days*

**Responsible to:** Community Connect Manager

**Background**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector.**

This is an interesting role building on our existing high-quality service for residents and supporting our vision for Social Prescribing. The right candidate will be passionate about supporting residents and creating volunteer opportunities and will have a vital role in maximising the number of volunteers supporting Community Connect whilst ensuring they all have a positive, rewarding experience with us.

Key Duties;

* To be the first point of contact for local people interested in becoming a Community Connect volunteer and respond through all channels e.g., phone, email, social media
* To develop engaging volunteer roles that meet the needs of the service including writing role descriptions and adverts
* To widely promote volunteer opportunities across the borough utilising a variety of methods e.g., attending events, publicising on websites, writing content for social media platforms and organising recruitment campaigns
* To manage all volunteering applications, carry out interviews and take up references during the induction and onboarding process
* To support and supervise all volunteers to ensure they have a rewarding and high-quality experience, including training, supervisions, arranging team meetings and maintaining regular contact

* Build and maintain relationships with GP Surgeries, libraries, community groups and the wider voluntary sector
* To ensure that volunteers feel like an integral part of the team and cultivate a positive atmosphere by recognising volunteer efforts.
* Develop and utilise methods to ensure that volunteers feed in their views to continually improve the service
* Use our bespoke SocialRx system to log client information on their cases and liaise with colleagues to manage concerns or feedback
* Attend staff meetings, supervision, and training as required
* Identify, report, and monitor any safeguarding concerns in accordance with the latest local procedures
* To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR and Safeguarding
* Undertake any other duties that may reasonably be assigned from time to time including travel throughout the borough to attend events, occasionally on evenings/weekends, meet with volunteers and organisations.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services.

Please note that the base for this role is Crayford Manor House, however the post involves working from various venues across the borough, and will work from home if government guidance advises us to.

**Please submit your application and our monitoring form by 9am on Monday 31st January 2022 to** [**alex@bvsc.co.uk**](mailto:alex@bvsc.co.uk)  
  
**You will be advised if you are shortlisted and informed of the interview date which will take place on Tuesday 8th February.**   
  
**If you have not heard from us by Wednesday 2nd February, please assume your application was not successful, we are unable to provide feedback on applications which are not shortlisted.**

If you have any questions or would like an informal chat, please contact Alex Fordham on 01322 524 682

**Person Specification**

We are looking for people who demonstrate personal qualities that are consistent with our organisational values, who have the right experience and skills for the role.

**Key**

Demonstrate suitability via: A-Application, I-Interview, P- Presentation

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| **Values** | **What we expect of the Administration Assistant** | |
| Integrity, honesty, and transparency | To do the right thing, even if it is not the easy thing. Is recognised by everyone as a person you can trust. Acts honestly, ethically, and legally in all that you do. | A,I |
| Showing respect | Treats all clients, team members and partners with dignity and respect. Respect the dignity and privacy of everyone you work with. You are a role model for inclusive leadership, treating people according to their needs. | A,I |
| Being responsive | Is innovative in response to change to achieve better outcomes. Commitment to continuously improving what you do to ensure the best for our communities. | A,I |
| Staying positive and proactive | A positive approach to your work, actively challenging negative attitudes, and behaviours. Being a champion of change. Challenges existing processes and always looking for ways to improve. | A,I |
| Working in partnership | Builds and grows external partnerships to maximise mutual benefits. Support their manager to develop a high performing team. Work together, and creatively, to produce the best outcomes for local communities. Share information appropriately.  Recognising that we are stronger when we work co-operatively with others. | A,I |
| Learning and improving | Is driven to generate ideas which will improve and streamline ways of working. Recognises own areas of development and strives to improve on them. Actively seeks feedback of own performance and takes time to learn from the skills and knowledge of others.  Commitment to continuously improve what we do to ensure the best for our communities. | A,I |
| Maintaining our independence | Support their manager to build a sustainable service. Consider sustainability when making decisions. Promote and protect the reputation of the organisation. | A,I |
| Safeguarding and professional boundaries | Continuously updates own knowledge of Safeguarding procedures and follows all guidelines. Aware of importance of boundaries and able to support team to work with a variety of vulnerable clients. Have the courage to speak up where there are concerns about the quality of services. | A,I |

Skills and Experience

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| **Essential** | |
| Experience of recruiting and supporting volunteers | A, I, P |
| Knowledge of good practice relating to volunteer management | A,I, P |
| Excellent IT skills including previous use of Microsoft 365 and CRM systems | A, I, P |
| Excellent communication skills, both verbal and written | A,I, P |
| Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people | A, I, P |
| Ability to promote volunteering in an engaging and motivating manner | A, I, P |
| A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines | A, I, P |
| Ability to identify innovative ways to develop the volunteer offer of the service | A,I, P |
| Must have access to own transport (car, motorbike, bicycle) and able to travel efficiently across the borough | A, I |
| **Desirable** | |
| Understanding of the local and national context of volunteering | A, I |
| Experience of promoting volunteering opportunities through a range of mediums such as social media, or leaflets. | A, I |