

Role Profile Volunteer Manager

Job title	Volunteer Manager
Reports to	Head of Volunteering
Hours	30 hours per week
Location	Hybrid working with regular travel required across care homes in the area
General scope of post:	You will be managing and delivering the recruitment, induction, retention and recognition of volunteers across the Division.

Working across multiple services, you'll play an important role in supporting operational colleagues ensure that our volunteers are well supported and have the best experience possible during their time with us. You'll also support these team members to develop their own volunteer supervision techniques.

As we grow volunteering at OSJCT, you will have the opportunity to support and lead volunteering development projects working closely with the Head of Volunteering and your colleagues in the Volunteering Team.

Key Accountabilities

- Encourage people to volunteer through a variety of local marketing and promotional approaches, including social media
- To manage the recruitment of volunteers across the division; this encompasses, selection, vetting and volunteer induction
- To work collaboratively with colleagues from across our services to support teams to develop tailored volunteering plans, taking a lead role on the delivery of identified objectives
- To work closely with operational colleagues to ensure consistency in the delivery of an effective, professional, person-centred volunteering offer
- To promote volunteering at OSJCT by working with external organisations which will include local colleges, universities, businesses and other local organisations
- Address volunteer complaints and support colleagues in managing volunteer conduct, ensuring adherence to the problem-solving procedure.
- Accountable for the evaluation of volunteering in the region. This will include producing reports, maintaining data and information using our volunteer management system, Assemble.
- Ensure current volunteers have access to the resources and information they require to do their role as well as keeping them up to date on organisational news through regular newsletters, Assemble news articles, volunteer meetings and events
- Contribute to the development of volunteering across the organisation.
- Work collaboratively with Trust colleagues to implement the Volunteering strategy as a key member of the Volunteering team
- To work flexibly as required by the Head of Volunteering on all Volunteering issues

Number of Direct Reports	None
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Financial Responsibility	None
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Personal Specification

ESSENTIAL	DESIRABLE
<p><u>Knowledge and Experience:</u></p> <ul style="list-style-type: none"> • Experience of managing volunteers • Evidence of delivering volunteer induction & training • Involvement with developing and implementing new volunteering initiatives • Experience of maintaining databases, producing and monitoring data and reports • Knowledge of legal and policy issues relating to volunteering • Knowledge of current best practice in volunteer management • Experience of organising volunteer events • Experience of developing community partnerships 	<ul style="list-style-type: none"> • Experience of Volunteering development • Experience of working in the adult social care or 'not for profit' sector • Experience of working for a multi-site organisation. • An understanding of the needs and concerns of older people and those living with dementia • Experience of using volunteer management systems • Experience of project management • Experience of developing corporate volunteering opportunities • Experience of budget management
<p><u>Skills and Abilities:</u></p> <ul style="list-style-type: none"> • Evidence their understanding of how volunteers add value within an organisation • Understanding different volunteer motivations and ability to adapt your approach accordingly • Experience of managing complaints and issues with volunteer conduct • Able to organise and effectively manage own workload, successfully prioritising between daily tasks of the role and ongoing project work • Able to clearly articulate their position and argument in a convincing and professional manner, both written and verbal • Has a collaborative nature and can easily understand others' perspectives • Is always professional, shows evidence of our Values 	<ul style="list-style-type: none"> • Evidence of continued professional development in Volunteering or community development
<p><u>Ability to meet Job Requirements</u></p> <ul style="list-style-type: none"> • Must be able to drive as frequent travel required across the area the role is responsible for • Willing to attend training and meetings in other Trust counties during office hours • Occasional overnight stays 	