



The role

Job title: Volunteer Coach

Location: 101 Leigh Road, Eastleigh SO50 9DR

Salary: £28,000 FTE dependent on experience, plus employer's pension contribution

London allowance: No

Hours: 37 hours per week

Annual leave: 25 days per annum plus 8 bank holidays

Reporting to: Operations Manager

Type of contract: Permanent

Extras: Free parking, commitment to staff development, employee assistance programme, flexible working arrangements, 6% employer pension contribution, a hard-working and happy team with 100% of them recommending our charity as a place to work or volunteer

Citizens Advice Eastleigh are delighted to be the recent recipients of 5 years of National Lottery Reaching Communities funding to help us future-proof our service and develop sustainably to meet the needs of our community.

We're seeking a dynamic, engaging person to help us develop and deliver on our volunteer support offer and be a key part of our mission to help as many people as we can. It's a huge opportunity to help us develop and deliver our volunteer recruitment, training and support processes so that we can help as many people as possible.

Could this be you?

We are seeking someone with a minimum of 2 years experience of Citizens Advice or a similar advice giving organisation and who has experience of supporting volunteers or other workers to advise the public. This post would suit an existing Advice Session Supervisor, trainer or an experienced generalist adviser who is seeking to progress.



Role profile

Recruitment:

- To lead on coordinating our volunteer recruitment efforts, from creating and updating our marketing materials, to advertising, using various channels to spread the word, onboarding and ensuring all paperwork is collated and up to date
- To work closely with local partners to champion opportunities in the service to as wide a range of audiences as possible, to develop plans, timelines and modify the approach to best effect
- To help with the delivery of information sessions to promote the service to the public and local stakeholders
- To deliver on targeted recruitment of those underrepresented in our volunteer team

Onboarding:

- To develop and deliver on creating a personalised model of support, assessing individual needs and making reasonable adjustments to ensure inclusivity
- To be able to deliver 1-on-1 training sessions for new trainees, where they are unable to attend regularly scheduled training sessions
- Setting up shadowing and buddying arrangements, developing skills within the existing team to complement this
- Be a touchstone for new volunteers, giving them on-the-job support during their first weeks and months with us, ensuring that competence and confidence are developed
- Coach and mentor trainee and developing advisers
- Able to differentiate for the skills, requirements and needs of new volunteers, enabling us to widen participation



- Work as a 'fixer', empowering new volunteers in our various operational processes, procedures and practices and acting as a liaison point where required
- Work with new volunteers to ensure that remedial and developmental issues are identified and action on to develop individuals, improve the quality of service and ensure that clients get the services they need
- To ensure that Research and Campaigns work is understood, valued and taken up by new recruits
- Provide ongoing support to new volunteers up until their sign-off as assessors
- To lead on efforts to celebrate Volunteer's Week and to other events and campaigns

Team working:

- Able to supervise volunteers on advice shifts, either by supervising the session or by actively coaching individuals on session
- An ability to keep their own advice skills sharp by working on Adviceline
- Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role
- Work cooperatively with colleagues, encourage good teamwork and clear lines of communication. Attend regular internal and external meetings
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally
- Contribute to the charity's learning and development goals and plans and assist in the organisation of training activities in conjunction with the Operations Manager
- Lead on workplace wellbeing
- Support the achievement of the Investing in Volunteers accreditation
- Maintain effective admin systems and records

General

- Keep up to date with and demonstrate a commitment to Citizens Advice's aims, policies and procedures and ensure these are followed
- Keep up to date with our processes and procedures and have an understanding of current client issues

- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



Person specification

(to answer on the application form)

- Demonstrable ability to manage / supervise others
- An understanding of the differences of managing paid staff and volunteers
- Experience of working with people in a supportive role and managing complex needs of clients
- A good understanding of safeguarding principles
- An understanding of the welfare benefits and housing/homelessness systems
- The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- A good communicator and motivator, able to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment
- Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.
- Excellent organisational skills and an ability to manage the constraints and challenges of a busy session.



- Flexibility and willingness to work as part of a team, including advising clients when required.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.