

**JD: Volunteer Lead**

**Relationships**

<b>1. Responsible to:</b>	CEO/Finance Director
<b>2. Responsible for:</b>	Volunteers across the charity
<b>3. Important Internal Relationships:</b>	All department managers and assistant managers Corporate Office Staff Volunteers
<b>4. Important External Relationships:</b>	Borough volunteer centres (those borough in which we work) Borough VCS umbrella organisations Recruitment agencies NCVO

**Principle Values Associated with this Job**

- Can think on their feet and bring new ideas to the table
- See's volunteers as valued contributors to support and personal progress for people using our services
- Is collegiate and outward facing in their working style
- Sees problems as opportunities particularly in building knowledge

Prepared by: .....Agreed by: .....

Signature Date: ..... Signature Date: .....

**1. Main Responsibilities of the Job**

- 1.1. To recruit volunteers that reflect both our diverse community of users as well as those representative of our wider community to respond to the charity's changing needs and developmental priorities.

- 1.2. To carry out volunteer induction and work with service managers to ensure their smooth integration into the organisation.
- 1.3. To ensure volunteers complete and maintain training, support and supervision central to their undertaking of their roles and responsibilities.
- 1.4. Maintain and update volunteer details in the charity HR database Breathe.
- 1.5. To work with managers and the Corporate Services team to ensure all relevant volunteer documentation is up to date.
- 1.6. To set up and maintain systems that support volunteer collaboration, discussion and feedback into the organisation and its operational management.
- 1.7. Regularly visit groups and other organisations to promote volunteering in the charity and what it adds to our work.
- 1.8. Exit interviews for volunteers and references
- 1.9. Organise volunteer events (i.e. volunteer day) and celebrations (i.e. certificates/cards) that celebrate the value volunteers add to our organisation and thank them for their contributions to our work.
- 1.10. Proactively create opportunities for volunteers to develop their skills and take action
- 1.11. Act as a central point of contact for volunteers. Keeping them informed, engaged and included in the work of the organisation.

## **2. Supporting the charity's strategic objectives**

- 2.1. Support the implementation of the charity's policies, procedures and values in volunteers work and behaviour.
- 2.2. Develop internal relationships to support the work and integration into the broader organisational team.
- 2.3. Successfully progress areas of development for volunteering that meet with our corporate objectives and developmental priorities.
- 2.4. Deliver personal work targets on time and to standards required under the corporate plan.
- 2.5. Monitor volunteering activities and outputs reporting where required to senior managers and the board as required.  
Ensure that expenditure relating to volunteering is kept within budget and authorised in line with the charity's policies and procedures

## **3. Learning and Development**

- 3.1. Keep up to date with developments and opportunities in volunteering at a local and national level.
- 3.2. Apply new learning to work and volunteering across the organisation as part of our ongoing development to ensure good practice.
- 3.3. Attend relevant internal training and external development as required.
- 3.4. Support learning and development of volunteers as part of our approach to good quality standards in volunteering.

#### **4. Developing external relationships**

- 4.1. Develop and support a range of external relationships to recruit and develop our volunteers.
- 4.2. Respond effectively to queries or requests from a range of internal and external stakeholders on volunteering and its roles in driving the charity's development.
- 4.3. Work with managers to support the development of strong and meaningful relationships with users of our services, their family members and other key individuals central to the welfare and support.

#### **5. Communications**

- 5.1. Work with Corporate Services team to active promote volunteering in the charity, celebrate its value and the achievements of our volunteers in shaping the charity's objectives.
- 5.2. Produce communications and promotional copy that supports volunteer recruitment across the charity's digital and hard copy media

#### **6. Additional responsibilities**

- 6.1. To work collaboratively to influence and drive the development of the charity and its broader objectives particularly in relation to growth of volunteering as a central area of the charity's operations.
- 6.2. Carry out any other duties commensurate with this post as directed by your manager or the CEO as required.

## PERSON SPECIFICATION

**Job Title: Add Job Title**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Experience:</b>	<p>Experience and/or knowledge of the management and development of volunteering in a community based organisation</p> <p>Initiating partnerships that grow our brand and the role of volunteering</p> <p>Recognising/delivering quality professional standards</p>	
<b>Ability to:</b>	<p>Identify, develop and promote volunteering opportunities in discussion with service managers and departmental heads.</p> <p>To be a positive role model in mentoring and encouraging their colleagues</p> <p>Can think on their feet and bring new ideas to the table</p> <p>Sees problems as opportunities particularly in building knowledge</p> <p>Is collegiate and outward facing in their working style</p>	
<b>Knowledge of:</b>	<p>Legal and good governance practice in the recruitment and delivery of volunteering for community organisations such as Balance</p> <p>Volunteers as valued contributors to support and personal progress for people using our services</p>	

<p><b>Additional requirement</b></p>	<p>Innovates or adapts in meeting new challenges.</p> <p>Of being positive role model in mentoring and encouraging their colleagues</p> <p>Available for working occasional weekends.</p> <p>Able to travel to our various sites across SW and Central London.</p>	
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