

# **Volunteer Manager Application Pack**

April 2024

Dear Applicant,

Thank you for your interest in the role of Volunteer Manager. We enclose some further information about the organisation, the job and how to apply.

**Home-Start's vision** is to shape a country where all children have the best possible start in life. We want to make sure that no parent or family feels alone in the critical task of raising children.

**Home-Start Barnet, Brent & Harrow** delivers personalised, early intervention programmes to families with young children, who have multiple needs and are struggling to cope with the challenges they face. Our trained volunteers provide the emotional support needed to prevent crisis and the practical tools to empower parents and carers to give their children the best start in life.

Our approach consciously empowers parents and carers to move forward with confidence in their lives. In the first instance, trained volunteers support families with crisis management and respite at a time when they need help the most. From this point, they will encourage families to build a wider toolkit of life skills and strategies that will increase their independence, enable them to find their own solutions and build the resilience to see them beyond their present challenges. Through our groups and community outreach, we provide opportunities to connect, play and learn, so that parents and children grow in confidence, enabling peer support and connections in their local community.

**Diversity & Inclusion:** Our staff team and volunteers are reflective of the families we work with and offer the rich insight of lived experience. We are passionate about inclusion and diversity; it is an integral part of our work culture, and we are keen to lead by example in all aspects of our practice.

**Home-Start BBH** is an independent local charity with a team of 14 staff and over 100 volunteers, and we are governed by a board of 8 trustees. The volunteer team is diverse and consists of volunteers who dedicate their time for home-visiting, administration and group work amongst other roles. We are a member of the Home-Start London network, and also a member of the wider Home-Start UK network that consists of 180 local Home-Starts across the UK, and we benefit from their vast breadth of knowledge and resources.

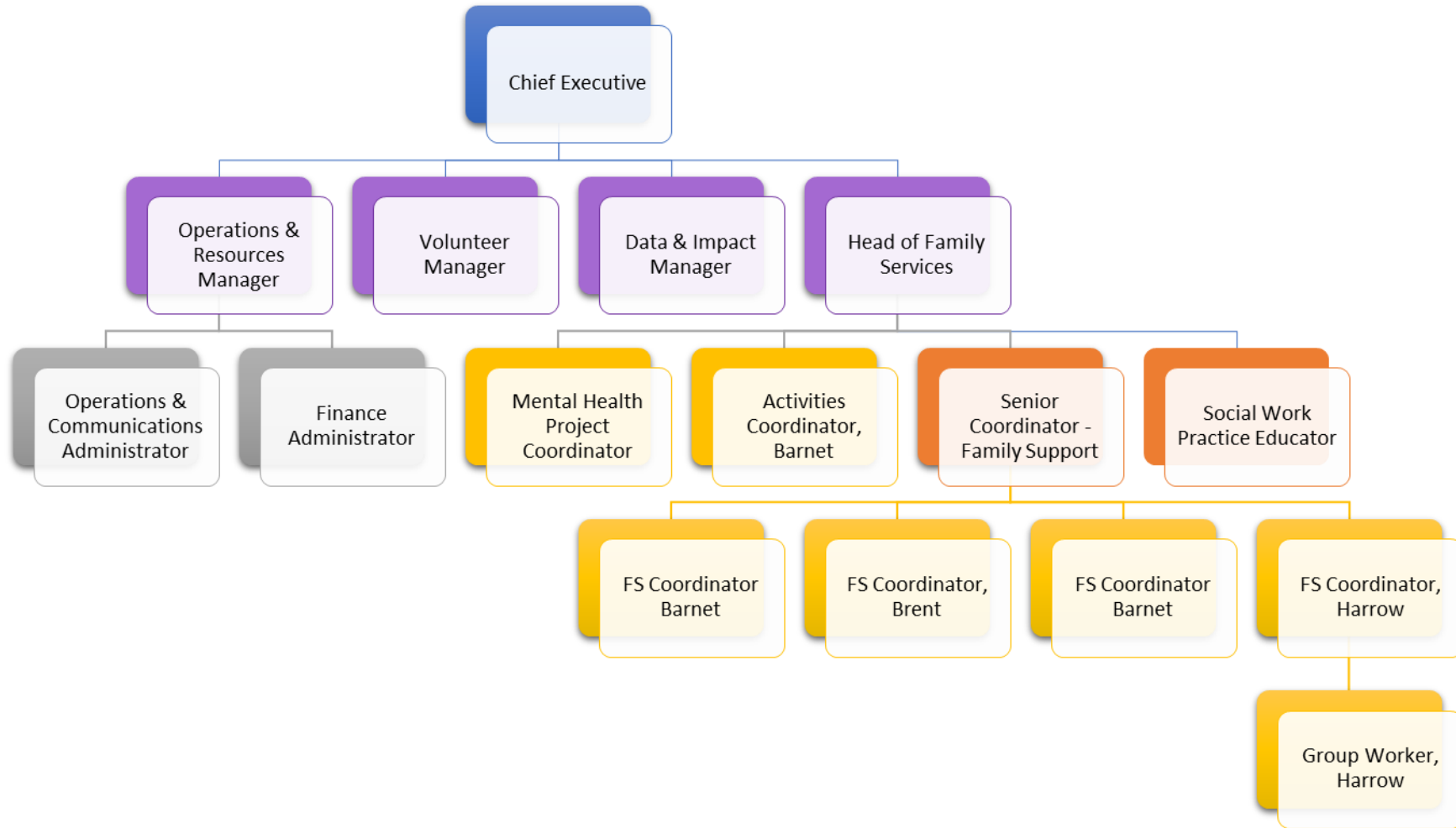
**The Role of Volunteer Manager:** The enclosed job description and person specification provides more detail about this key role in our organisation, and the skills we are looking for. The postholder will promote Home-Start BBH in each of the boroughs where we work, seeking opportunities for recruitment within local communities. They will ensure that volunteers receive training, development and supervision to support the families referred us, and that high standards of practice are maintained. They will promote initiatives to increase the retention of existing volunteers and ensure that they are recognised and rewarded for their work.

We are excited to meet candidates who share our commitment to families and this crucial early life stage, and to learn about the qualities you could bring to the organisation and team. If you would like to discuss this or any aspect of the role, I would be happy to hear from you.

Yours sincerely,

**Guljabeen Rahman**  
CEO

# Organisation Structure



## Instructions to applicants

To apply for this post, please read the guidance notes and complete the application form. This should be submitted to [admin@homestartbarnet.org](mailto:admin@homestartbarnet.org) by the deadline given below.

We believe that diversity in the workplace enables us to create a relevant, innovative and effective organisation. We are an equal opportunity employer and welcome applications from candidates with diverse life experience. We are committed to recruitment that is fair and free from bias. To help us with our equalities monitoring, we ask all candidates to complete an [Equality and Diversity Monitoring Form](#).

We only accept applications on the requested application form, as part of our commitment to safer recruitment practice. CVs will not be accepted.

Please get in touch if you require this information in an alternative format, to discuss an alternative form of application or other forms of reasonable adjustment.

Applications received after **9.00am on Tuesday 14 May** will not be considered.

You are welcome to contact us to discuss this role. The person to contact is Guljabeen Rahman – please email [guljabeen@homestartbarnet.org](mailto:guljabeen@homestartbarnet.org) and we can arrange a time to speak.

### Key Dates

Closing date for applications	Tuesday 14 <sup>th</sup> May at 9:00am
Shortlisted candidates to be contacted by	Friday 17 <sup>th</sup> May
Interviews	Tuesday 21 <sup>st</sup> & Wednesday 22 <sup>nd</sup> May

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Volunteer Manager</b>
Hours:	21 hours per week
Reporting To:	CEO
Salary:	£32,504 FTE (plus 5% employer's pension contribution)
Location:	Avenue House, 17 East End Road, London N3 3QE (Hybrid may be considered)

## **JOB PURPOSE**

As a volunteer-led organisation, the role of Volunteer Manager is central to Home-Start Barnet. The postholder will promote Home-Start Barnet in each of the boroughs where we work, seeking opportunities for recruitment within local communities. They will ensure that volunteers receive training, development and supervision to support the families referred us, and that high standards of practice are maintained. They will promote initiatives to increase the retention of existing volunteers and ensure that they are recognised and rewarded for their work.

## **KEY RESPONSIBILITIES:**

- **Outreach and Marketing**
  - Promote the aims and ethos of Home-Start Barnet, through displays, advertising presentations, personal contact, networking etc.
  - To develop relationships with local community organisations in each borough to ensure HSB attracts a diverse and representative cross section of local communities.
  - Work with the Operations and Communications Administrator to make best use of social media platforms to raise awareness of HSB in local areas.
- **Recruitment and Retention**
  - Oversee volunteer recruitment processes, including advertising, managing applications, obtaining references and DBS checks.
  - Make initial contact with potential volunteers and identify suitable candidates for the Volunteer Preparation Course
  - Coordinate and deliver the Volunteer Preparation Course at least three times a year
  - Coordinate the ongoing support of volunteers to include regular supervisions, meetings, peer group training.

- Establish volunteers' training and development needs and organise training through implementation of an annual training plan.
- Review the Volunteer Manual to reflect changed practice and make it accessible online.
- Organise volunteer events and seek opportunities for volunteers to feel recognised and rewarded for their contributions.
- **Compliance and Quality Assurance**
  - Ensure compliance with volunteering law and good practice in volunteering.
  - Ensure that Health and Safety policies and procedures are in place, are compliant with the law and with current organisational need and ensure effective implementation.
  - Manage and maintain data in relation to volunteering and ensure information on the database is up to date, accurate and in line with GDPR and Data Protection Regulations.
  - Oversee liV accreditation and support the organisation with HSUK's quality assurance (QA) process.
  - Oversee, review and implement policies, procedures and guidelines relating to volunteers.
- **Communication with Volunteers**
  - Be the main point of contact for volunteers.
  - Manage and resolve complaints and queries in an appropriate way.
  - Be a voice for volunteers and advocate on their behalf when necessary.
  - Prepare regular Volunteer News Bulletins to keep them engaged and informed.
  - Organise opportunities for volunteers to network virtually and in person, so that they feel supported and connected with others.
- **General Responsibilities**
  - Keep up to date with legislation, policies and procedures and undertake appropriate training
  - Work within the policy framework of HSB including code of conduct, maintaining confidentiality and safeguarding
  - To carry out any other duties as directed by the CEO in the support of the charity's aims.
  - This job description is an outline only and the post holder may be required to undertake other duties to take into account of changing circumstances.

This job description is current as at April 2024.

## **Person Specification**

### **Experience**

1. Experience of recruiting, training and supporting volunteers
2. Experience of working inclusively with diverse communities and people from different backgrounds
3. Experience of managing volunteering projects and supporting volunteers
4. Experience of designing and delivering engaging training programmes
5. Experience of delivering to quality assurance frameworks

### **Skills and Abilities**

6. Proven ability to develop individuals or groups by providing support, guidance or training
7. Proven planning and organisational skills within a similar role, particularly the ability to remotely coordinate a large team of volunteers
8. Excellent verbal and written communication skills and the ability to work with a wide range of people
9. Good IT skills for the purposes of communication, report writing, information recording and presentations
10. The ability to use social media in the context of this work
11. Ability to work on own initiative and as part of a team
12. Ability to develop and maintain positive relationships with external stakeholders

### **Knowledge**

13. Knowledge of the requirements of safer recruitment practices
14. A demonstrable commitment to diversity, inclusion and equality and how it applies to the work of a voluntary organisation
15. Understanding of and interest in issues affecting vulnerable families living in challenging circumstances
16. Knowledge of data protection and GDPR