

Volunteer Organiser – Job Description

Hours: 21 hours a week (3 Week Days)
Salary: £29,747 per annum (= £17,848 pro rata)
Holidays: 20 days p.a. (excluding bank holidays) pro rata
Responsible to: Volunteer Programme Manager

This post is funded by the National Lottery. Fixed Term Contract – End of August 2025.

Email completed Application Form to: Ben.Polwin@irishinlondon.org

Closing date for applications: Midnight, Monday 15th April 2024

Interviews: Wednesday 24th April 2024

You will be notified by email if selected for interview.

Southwark Irish Pensioners Project (SIPP) opened as a lunch club in 1994 for elderly Irish people living in Southwark and surrounding area. Over the years, we have grown and currently provide a range of day and community services to over 400 older people living in south London.

A registered charity and company limited by guarantee, we operate with a Board of Trustees and a small staff team who are supported by a team of committed volunteers.

A key element of all staff is to develop and maintain SIPP's working ethos and culture working to our core values -

- to ensure those using our services are central to the development of the service
- to respect each person's dignity and
- to support people to feel valued members of society so they can enjoy a happy and dignified retirement.

Our staff are flexible, proactive and always 'go the extra mile' for the people we work with.

Our volunteer programme is essentially to help people stay socially connected, alleviating loneliness and social isolation, improving health and wellbeing all of which have all been negatively affected by the pandemic. Our philosophy is simple, we want our clients to enjoy life to the full. We never forget that every person is an individual and we want their days with SIPP to be a fulfilling and enjoyable experience.

Purpose of the Job

This is a supportive role to the Volunteer Programme Manager post and will be largely that of organising daily operations including working with the Volunteer Programme Manager to match the volunteers to people and activities, organising the volunteers and their various activities on a daily/weekly basis and payment of volunteer expenses.

Responsibilities include

- follow up requests from clients and work colleagues to enable clients to access existing activities and/or introducing them to a new activity
- matching volunteers to existing roles
- working with colleagues to develop new volunteer roles and matching volunteers to them
- produce a weekly/monthly programme of volunteering activities
- arrange opportunities for regular feedback from volunteers and the people using the volunteer service, using technology as well as face to face where appropriate
- develop and maintain good working relationships with community groups, charities, other organisations and businesses in order to network and raise SIPP's profile work to agreed targets
- produce a range of marketing materials to promote SIPP and its volunteering opportunities
- ensure volunteer database is regularly updated and records are accurate
- promote our volunteer opportunities as widely as possible including using social media, local publications and relevant websites
- ensure adherence to SIPP's policies and procedures
- attend regular support and supervision sessions, team meetings and other meetings as required

The office is based in Bermondsey, SE16 and you will be required to attend a weekly meeting in the office as well as some office-based duties. However, you will be meeting with volunteers and clients on a regular basis necessitating a lot of travel via London Transport – we will provide you with an Oyster card for work-based travel.

Person Specification

Essential

- Experience of motivating and managing teams- paid or unpaid
- Friendly, positive and personable manner with a high level of energy and enthusiasm
- Emotionally resilient, excellent interpersonal skills and ability to deal with wide range of people
- Excellent relationship building skills, both inside and outside an organisation
- Strong multitasking abilities
- Ability to work collaboratively and experience of working well in a team
- Highly organised
- Understanding of and empathy with the issues affecting older people
- Excellent standard of written English and numeracy skills
- Excellent IT skills including MS Office, experience of database use/willing to learn
- Strong affinity with SIPP values
- Knowledge of Irish culture particularly Irish traditions, language & colloquialisms
- Willing and able to undertake out of hours working when required

Desirable

- Experience of volunteering – preferably for a charity or in the voluntary sector
- Experience of working with people with a wide range of needs and abilities
- Knowledge of the impact of loneliness on older people's lives
- Understanding of the need for confidentiality, data protection and accurate record-keeping

Some of the activities our volunteers are/will be involved in:

- *Accompany by bus/community transport or driving and/or walking, to sometimes meet friends as well going to a local cafe, having lunch with them, visit a local park, going to the cinema*
- *To take bus/train journeys to places of interest, attend social and cultural events, maybe accompany them to attend a church service*
- *Host their own events with their own friends, at home, arranged in a café or a community centre and encourage taking part in singalongs or exercise classes*
- *They will provide regular home visits for a chat, play 25 (card game) or other board games, help with newspaper puzzles*
- *Check a person has the shopping they need, their utility keys are charged, they have their prescriptions*
- *Help with any basic chores and odd jobs, such as taking out the rubbish, changing a lightbulb, fixing a curtain rail, putting shopping away, tuning in the television, getting things down from shelves, clearing paths, putting up pictures, helping to send birthday cards or other correspondence*
- *They will escort people to attend appointments at the GP, hairdresser or hospital etc*
- *They will be there to help support members through a bereavement or other family trauma and offer help and guidance to regain their confidence to recover after serious illness or a fall*
- *The volunteers/befrienders will also enable carers to take breaks, they will provide a sitting-in service, which will help live-in carers (usually unpaid family members) take a much needed few hours rest/break.*
- *The volunteers will lead on activities such as arts and crafts, wellbeing therapies and/or a fitness or walking groups*
- *They will help people to learn about IT and gain digital skills on how to **use** smart phones so people are connected and are able to access the internet.*