



### Job Description

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<b>Post:</b>	Volunteering Advisor (part-time)
<b>Hours:</b>	31.5 hours (4.5 days) a week
<b>Salary:</b>	£35,235 per annum for 4.5 days per week – NJC Grade G point 23 (Full Time Equivalent = £39,150)
<b>Responsible to:</b>	Chief Executive
<b>Location:</b>	Hybrid - Home-based with regular travel to venues around Tower Hamlets

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#### Overview of role:

The post holder is responsible for providing a comprehensive volunteer brokerage service for individuals in Tower Hamlets. The role includes: promoting volunteering, developing and advertising volunteer opportunities, advising individuals on suitable volunteer roles, supporting them to start volunteering, and tracking their progress.

There is a particular focus on recruiting and on boarding residents from Global Majority communities to become Health & Wellbeing Champions, and in supporting people who are unemployed or under-employed to improve their employability through volunteering.

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#### Key Duties and Responsibilities:

- 1) Promote a new **Health and Wellbeing Champions** programme (delivered in partnership with Tower Hamlets Council's Public Health Service) to Tower Hamlets residents. Identify, select, screen and on-board suitable volunteers for the programme and carry out exit interviews with leavers.
- 2) Work closely with LBTH Public Health's in-house Volunteer Coordinator to ensure the Health and Wellbeing Champions programme runs seamlessly, that sufficient numbers of volunteers from target communities (including 60% South Asian/Global Majority) are recruited, and that VCTH meets agreed key performance indicators.
- 3) Book venues and refreshments for Health and Wellbeing Champions training sessions, allocate training places to volunteers, monitor attendance, and administer reimbursement of volunteer expenses.
- 4) Assist with the development of a suite of documents for the Health and Wellbeing Champions volunteer programme, including publicity, role description, application/registration form, screening questions, volunteer policy, health questionnaires and exit interviews.

- 5) Identify and enrol eligible volunteers onto our ***Improving Employability Through Volunteering (IETV)*** programme, assessing individuals' needs, and gathering baseline data. Volunteers on this programme will be unemployed, under-employed or in unsatisfactory employment. They will include significant numbers of residents from Global Majority communities, especially the Bangladeshi community, as well as women, Disabled people, adults aged 50+, and younger people.
- 6) Maintain contact with volunteers, tracking and recording their progress on VC Connect (our brokerage platform), and providing support to ensure they successfully take up and sustain volunteering.
- 7) Liaise with local Volunteer Involving Organisations to maintain a good range and supply of inspiring volunteering opportunities to suit a variety of interests, abilities and needs. Upload roles to our brokerage platform (VC Connect), ensuring data is up-to-date, and identify roles to be featured in volunteer alerts.
- 8) Respond promptly and empathetically to online, telephone, and in person enquiries from volunteers. Support them to register with VCTH, and provide them with information on suitable volunteer roles, tailored to their needs.
- 9) Promote volunteering through outreach at events and fairs, and by giving online and in-person presentations to groups of potential volunteers in a variety of settings, including employability services (LBTH Workpath, Job Centres), colleges and universities, equalities networks, and community organisations.
- 10) Help organise and deliver bi-annual Volunteer Fairs - booking venues, equipment and refreshments, liaising with stallholders, allocating stalls, and helping with publicity.
- 11) Develop and maintain effective relationships with a wide range of referral agencies, raising awareness of opportunities to volunteer, and ensuring that professionals make appropriate referrals.
- 12) Generate and collate regular monitoring reports and statistics for funders, VCTH's Annual Report and service reviews, and support the work of the external evaluator for the *Health and Wellbeing Champions* programme.

## **General**

- 13) Respect and work within Volunteer Centre Tower Hamlets' policies and procedures at all times.
- 14) Work constructively with all members of the Volunteer Centre team.
- 15) Attend formal supervision sessions, and participate in continuous professional development.
- 16) Work occasional evenings/weekend days to ensure services are accessible.
- 17) Undertake any other duties, of a similar nature, which may arise from time to time, and which are commensurate with the grade of the post.



## Person Specification

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### Essential Criteria:

- 1) An excellent understanding of the benefits of and barriers to volunteering.
- 2) Experience of providing one-to-one support to adults, helping them into either volunteering or paid employment (or a similar personalised service).
- 3) Experience of giving engaging presentations and conducting community outreach work to promote services.
- 4) Excellent interpersonal skills, including fluent written and spoken English, and the ability to communicate effectively with a very wide range of people.
- 5) Proven experience of providing outstanding customer service.
- 6) Demonstrable commitment to implementing equality of opportunity and valuing diversity when delivering services.
- 7) Ability to complete tasks to a high standard under pressure, managing time effectively and organising own workload.
- 8) Strong digital proficiency, with experience of using Microsoft Office Suite (Word, Excel, Outlook, Powerpoint) and Zoom conferencing.
- 9) Ability and willingness to work collegiately as part of a team, and experience of building and maintaining excellent professional working relationships.
- 10) Understanding of confidentiality and data protection.
- 11) Ability to maintain accurate case records, to monitor progress against targets, and to assist with the production of reports and statistics for funders.
- 12) Ability to deal positively with challenges, analyse problems, and identify and implement workable solutions.
- 13) Willingness and ability to work from home and to travel regularly to venues within Tower Hamlets.
- 14) Right to work in the UK for 31.5 hours per week until at least 30 November 2027 (we regret that we are unable to provide sponsorship).

### Desirable criteria:

- a) Personal experience of volunteering.
- b) Ability and willingness to speak Bengali/Sylheti to make our services more inclusive.
- c) Local knowledge of Tower Hamlets and its communities.