

AGE UK WALTHAM FOREST

JOB DESCRIPTION:

<u>TITLE:</u>	Volunteer Recruitment Co-ordinator
<u>HOURS:</u>	14 hours per week
<u>RESPONSIBLE TO:</u>	Chief Executive
<u>SALARY:</u>	£10,800 for 14 hours per week; £27,000 FTE
<u>BASED AT:</u>	Waltham Forest Resource Hub North

Overall Purpose of Job:

Age UK Waltham Forest is a growing organisation with a team of 32 staff and over 300 volunteers. We aim to improve the quality of life for older people, and run services and activities across the borough of Waltham Forest.

The overall purpose of the role is to recruit volunteers for our range of services including Men-in-Sheds projects; Information and Advice; Befrienders; Meet and Greet; Social Groups etc.

Main Tasks and Activities

1. Process recruitment of volunteers; application forms, interviews and process DBS checks.
2. Check and maintain volunteer recruitment page on AgeUK WF website and on external volunteer recruitment sites.
3. Develop and deliver volunteer recruitment strategies focussed on specific groups, ensuring the volunteer team reflects a diverse range of people including across all ages, social and income class, all the ethnic and linguistic groups resident in the Borough, and LGBT volunteers.
4. Initiate and manage volunteer recruitment drives, focussed on areas where volunteers are particularly needed and/or on recruiting volunteers with particular language skills.
5. Respond to volunteer enquiries by phone and email (Volunteer Inbox);
6. Carry out initial interviews with potential volunteers
7. In collaboration with colleagues, organise and deliver volunteer inductions -in person and online.
8. Maintain volunteer records and develop volunteer roles.
9. Ensure volunteers work following best practice guidelines, in line with the governance and safeguarding principles of the charity.
10. Keep up to date with legislation and policy related to volunteering and make any necessary modifications to policies and procedures.
11. Organise feedback sessions for volunteers, find innovative ways of allowing volunteers to input into the development of the befriending service.
12. Organise communications to volunteers including a quarterly volunteer newsletter.
13. Develop a collaborative culture internally and externally with other voluntary and community organisations which lives up to our values and principles and is clearly centred on the needs and aspirations of older adults, their carers and their communities.

Notes:

As an employee you are expected to:

- Understand and follow Age UK Waltham Forest's policies and practices including diversity, equal opportunities, confidentiality, health and safety and carbon footprint reduction in all aspects of your work.
- Undertake mandatory training and be responsible for your personal and professional development in liaison with the Chief Executive

The post may involve occasional evening or weekend work for which time off in lieu will be given.

This job description reflects the requirements of the post at the time of writing. These requirements may change over time, and the job description may need to be reviewed.

Person Specification

Qualifications, experience and knowledge	Essential	Desirable
Working knowledge of volunteer management	Y	
Experience of developing and maintaining policies and procedures for volunteers	Y	
Experience of supporting volunteer led projects	Y	
Experience of managing people and a team		Y
Experience of managing corporate volunteering		Y
Relevant professional qualification eg Volunteer Management NVQ		Y
Ability to work as part of a team	Y	
Commitment and Reliability	Y	
Experience and competence in using IT systems including databases and software applications	Y	
The knowledge of the importance to respect and maintain client confidentiality in line with Age UK WF policy.	Y	
Experience in Safeguarding		Y
Experience in general office administration	Y	
Skills and abilities		
Multi-lingual in particular community languages spoken in Waltham Forest		Y
Basic literacy and numeracy skills and ability to assimilate information by reading/listening	Y	
Good IT skills	Y	
Ability to write legible and intelligible notes , records, letters and forms	Y	
A methodical and orderly approach	Y	
Excellent interpersonal skills including verbal and written communication.	Y	
To have an open-minded , non-judgmental approach when receiving clients and dealing with their concerns	Y	
To be patient and understanding and willing to listen and the ability to explain matters clearly.	Y	
Able to maintain good working relationships and actively contribute to team development.	Y	
Competence in using information technology including various software applications.	Y	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources.	Y	
Well organised, methodical and able to prioritise work load.	Y	
Willingness to learn and enhance knowledge and skills and to attend training courses when requested.	Y	
Able to work flexibly.	Y	
Equal opportunities		
Understanding of diversity and commitment to equal opportunities.	Y	
Ability to deal with equalities issues in the workplace.	Y	
Personal Effectiveness		
Accepts accountability for behaviour, successes and failures	Y	
A willingness to undergo a DBS check	Y	
Demonstrates integrity in dealing with others.	Y	

