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**Living Options Devon - Job Description**

**Job Title:** Volunteer and Community Coordinator

**Reports to:** DeputyCEO Wellbeing

**Salary:** £27,582 FTE

**Hours:** 37 hours per week (Part time considered)

**Location:** LOD Offices, Exeter (Hybrid working and the ability to travel to work within communities across Devon)

**Contract term:** Permanent

**Period of Notice:** 1 Month

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of an accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with disabilities and Deaf people, using sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected, and people are encouraged to achieve their full potential.

Living Options Devon is a user-led organisation, and we welcome and encourage applications from diverse candidates from all walks of life including disabled and Deaf people.

**About the role**

This is an exciting opportunity to join our Charity as our Volunteer Community Coordinator, where you will play a key role in championing volunteering across the organisation and working alongside partner organisations in community wellbeing groups across Devon.

You will uphold Living Options’ vision and values of accessibility and equal opportunity and work effectively to empower and embed volunteering (to include work experience and internships) across the charity, to support people with a long-term health condition, disability and / or who are Deaf.

This is a rewarding and challenging role that will be instrumental in developing an excellent end-to-end volunteer experience, and you will lead on growing the volunteering programme through the recruitment, induction and training of volunteers and the development of new projects and events.

You will organise and manage volunteers, meetings, projects and events and keep our staff, partners and funders up to date with news in collaboration with our Marketing and Fundraising teams. You will work alongside the Marketing Lead to identify and implement the most effective ways of engaging and communicating with your volunteers.

You will work with the Deputy CEO to develop the Volunteer Strategy and service and liaise with Project Leads to understand and develop our current volunteer offer and appropriately match volunteers to opportunities within the charity.

**About you**

You will need to be able to nurture a sense of self-worth and wellbeing within our volunteers and work closely with them to encourage and bring out the best in their abilities and qualities, assisting people to gain confidence, work experience and new skills. You will need to be able to adjust to the needs of a wide cross section of individuals in terms of communication and expectations and be skilled in managing the needs of a diverse group of people tactfully and empathetically.

To support the development of our volunteer offer, you will need to be innovative, creative and confident in working with staff, corporate partners and the public to help identify new opportunities, as well as being an excellent advocate for the organisation.

Most importantly, you must have the enthusiasm and creativity to inspire and motivate our volunteers and a commitment to support disabled and Deaf people to live the life they choose.

**Main Duties**

* Lead on volunteering across the Charity, including the development of the Volunteer Strategy and Handbook.
* Be the first point of contact for all enquiries relating to volunteering and ensure timely responses.
* Attract, recruit and induct new volunteers in such a way that they feel confident and can provide an excellent service for our beneficiaries.
* Create a positive and supportive environment for Living Options volunteers, championing best practices and celebrating success.
* Support volunteers to deliver services that align to Living Option’s strategy, mission, vision and values; adheres to operating processes and policy; and enhances volunteer skills and experiences.
* Manage volunteers, interns and work experience placements and offer support through meetings, telephone and email and other systems.
* Develop, coordinate and deliver induction and training sessions for volunteers.
* Maintain an up to date database of volunteers, including activity and skills.
* Identify, create and promote new volunteering opportunities informed by people with lived experience, and highlight the positive impact of our volunteers.
* Help volunteers meet personal development goals and aspirations, ensuring that key volunteering roles have potential successors.
* Organise socials and other opportunities for volunteers to learn more about the different projects across Living Options Devon.
* Build positive relationships across the Charity ensuring volunteering is well represented and an integral part of the organisational development and operations.
* Work with partners to identify work experience opportunities for people with disabilities and Deaf BSL users.
* Engage, support and inspire people and organisations to get involved with our work.
* Support the monitoring and evaluation of volunteer services and gather volunteer feedback to help understand what is going well and what could be improved, to make the volunteer experience even better.
* Coordinate local volunteer recognition in all its forms, including long-service awards and events, ensuring volunteers feel valued for the inspirational work they do.
* Retain and develop the services and commitment of volunteers with Living Options Devon by celebrating volunteering successes and attracting new volunteers to Living Options.

**Key tasks**

The Volunteer Community Coordinator will:

* Lead the agreed Wellbeing Project volunteer workstreams, including leading volunteers, interns and work experience students.
* Work with the Deputy DEO Wellbeing to design, plan, monitor and evaluate all aspects of the project they are assigned to as agreed.
* Liaise with LOD’s Engagement, Marketing and Monitoring and Evaluation lead’s to deliver project outcomes as agreed with commissioning/ grant giving body.
* Ensure relevant safeguarding policies and practices are adhered to.
* Follow all internal HR, Health and Safety policies, GDPR and other policies.
* Work as directed by Deputy CEO Wellbeing to develop new projects.
* Support other LOD operations as agreed.
* To attend events and other meetings to promote LOD services.
* Develop and lead appropriate awareness and training courses as identified for staff, partners, volunteers and students.
* To attend and present at staff meetings and team meetings as required.
* To attend appropriate training courses as identified and ensure all volunteers and students attend mandatory training.

**NB** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge and qualifications** |
| Educated to degree level or with relevant work experience. | ✓ |  |
| High level of literacy and numeracy, written and verbal. | ✓ |  |
| Computer literate with good working knowledge of Office 365 applications. | ✓ |  |
| Proven understanding of the needs of people across a range of vulnerable and protected groups. | ✓ |  |
| Clear understanding of the role and potential of volunteers | ✓ |  |
| Understanding the importance of user-led services | ✓ |  |
| Knowledge of key statutory expectations around Health and Safety, Equal Opportunities, Human resources, GDPR and Safeguarding. | ü |  |
| Knowledge of the use of databases, and other systems to manage referrals, caseloads monitoring, evaluation, feedback and communications. | P |  |
| Relevant qualification in volunteer management or equivalent |  | ✓ |
| **Experience** |
|  |  |  |
| Experience of managing and maintaining private and confidential data. | ✓ |  |
| Previous experience of working with and empowering disabled and Deaf people. | ✓ |  |
| Experience of providing front line services with a diverse range of groups within the community. | ✓ |  |
| Experience of volunteer recruitment, induction and training | ✓ |  |
| Working with service users in a voluntary or paid capacity. | ü |  |
| Previous experience partnership working within communities. |  | ü |
| Line management experience: Staff or volunteers, student placements, work experience or internships. | ü |  |
| Previous experience of delivering volunteer services. |  | P |
| Previous Experience of developing and leading a new project. |  | P |
| Experience of being a volunteer. |  | ✓ |
| **Skills and abilities** |
| Ability to demonstrate effective organisation and administrative skills. | ✓ |  |
| Excellent interpersonal and communication skills with service users, professionals and others and the ability to promote the charity to a wide range of audiences. | ✓ |  |
| Willingness to act as a team player but motivated when working alone. | ✓ |  |
| Ability to work under pressure, prioritise and plan time effectively to meet tight deadlines. | ✓ |  |
| Integrity and sensitivity to vulnerability issues and different support needs. | ✓ |  |
| Ability to use own initiative, have a commitment to accuracy, reliability and attention to detail. | ✓ |  |
| Ability to inspire and motivate volunteers across the organisation. | ✓ |  |
| Enthusiasm, imagination, innovation, energy, and drive with the ability to inspire confidence both internally and externally. | ✓ |  |
| **Other** |
| High personal integrity and commitment to the charitable aims and values of the organisation. | ✓ |  |
| Interest and understanding of disability and Deaf issues. | ✓ |  |
| Able to travel to the office and other venues when needs of the service dictate. Either, in own vehicle or public transport | P |  |
| Ability to work evening/ weekend events as required | ✓ |  |
| Lived experience of disability and/or British Sign Language user |  | ✓ |