

Job Title: Volunteer Co-ordinator

Accountable to: Bureau Manager

Hours: 21 per week

Salary: £29,000 pa pro rata (£17,400 pa) plus pension contribution



Job Summary

The postholder is responsible for recruiting, training and supporting volunteers who provide advice services by phone, email, at the CAB and in community locations and those that carry out other tasks to support the work of the CAB

Key responsibilities

1. Co-ordinating the recruitment and induction of volunteers for roles including advice, reception, social policy, admin and social media, in consultation with the Bureau Manager and other CAB staff.
2. Providing support, assessment, guidance and monitoring of volunteer advisers undertaking the CAS Adviser Training Programme.
3. Arranging learning activities for volunteers, appropriate for their needs and role, including group learning, external training, online learning and self-directed study.
4. Ensuring all volunteers receive appropriate ongoing support, supervision and reviews, in co-operation with other colleagues in the team.
5. Updating volunteer adviser rotas and appointment sheets and reminding volunteers to inform the CAB if they require time off.
6. Reminding volunteers to claim reimbursement for travel and other out-of-pocket expenses using the agreed form and process.
7. Reviewing volunteering policies, procedures, systems and learning materials and recommending updates or changes as required.
8. Representing Dalkeith CAB at meetings, events and networks where appropriate.
9. Ensuring all volunteer-related information is recorded and used in line with bureau policies including Confidentiality, Data Protection, Equality and Diversity and Quality Assurance.
10. Managing own work programme, administration, diary and time effectively.
11. Contributing to monitoring and evaluation activities and producing reports as required for the Bureau Manager, CAB Board, funders or other audiences.

12. Taking part in team meetings and opportunities for learning and development.
13. Working at all times within the policies and procedures of Dalkeith CAB including those related to service planning, delivery and evaluation, Equality and Diversity, Health and Safety, Confidentiality, Quality Assurance and Data Protection.
14. Remaining up to date with good practice and legal requirements relevant to the role through support from the manager and other staff, relevant training and self-directed learning.
15. Engaging in sessions for support and supervision with the manager.
16. Undertaking any other duties consistent with the purpose of the post and capabilities of the postholder by agreement with the Line Manager.

Person Specification

Experience	<ol style="list-style-type: none"> A. Experience of recruiting, supporting, supervising and training volunteers. B. Experience of working within an advice or information service. C. Experience of keeping accurate records.
Knowledge	<ol style="list-style-type: none"> D. Understanding of methods for assessing and meeting learning and development needs E. Knowledge of volunteering good practice including appropriate policies and procedures. F. Understanding of methods for monitoring and evaluation, including for learning activities.
Skills and Abilities	<ol style="list-style-type: none"> G. Confident verbal skills for support and supervision of volunteers, facilitating meetings and contributing to the CAB team. H. Clear writing skills for work planning, maintaining records, reports and correspondence. I. Confidence in using IT systems for planning, record-keeping, online research, correspondence, etc. J. Ability to deliver training on a one-to-one and group basis. K. Ability to work on own initiative and also contribute to a small team. L. Willingness to undertake learning and development opportunities M. An understanding and commitment to the aims, principals and policies of the Bureau. N. Willingness to work occasional evenings and weekends and travel, primarily in Midlothian, to carry out duties of the role.