

## ROLE PROFILE

<b>POSITION</b>	Volunteer Manager		
<b>TEAM</b>	Community Investment Team	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	January 2018

<b>PURPOSE OF ROLE</b>	To manage the delivery and development of Coastline's Volunteer Scheme across Coastline Housing Ltd, in-line with the Investing in Volunteers Framework.
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## KEY ACCOUNTABILITIES

1. Responsible for the management and day-to-day co-ordination of Coastline's Volunteer Scheme.
2. Develop a volunteer recruitment strategy, with particular regard for growth and sustainability.
3. Recruit volunteers across Coastline Housing Ltd, maintaining a suitable number of active volunteers, Request references / DBS police checks as necessary and ensure all volunteers receive a comprehensive induction into the organisation, team and volunteer role.
4. Liaise with line managers in the effective deployment of volunteers. Liaise with line managers and staff teams to ensure appropriate support is in place for volunteers and that suitable buddies/mentors are identified.
5. Organise and provide a dynamic training package for all volunteers, encouraging volunteers' personal/ professional development.
6. Ensure appropriate support and regular 12 weekly supervision sessions for each volunteer in collaboration with the Team Manager. Address any behavioural and disciplinary issues regarding volunteers.
7. Regularly promote and communicate information regarding the Volunteer Scheme across the Coastline Group and externally.
8. Develop and maintain links with volunteer partner agencies (i.e. Volunteer Cornwall, Investing in Volunteers).
9. Ensure information on Coastline's media pages regarding the Volunteer Scheme are kept up-to-date.

10. Maintain up-to-date, well-organised and accurate volunteer records.
11. Organise and attend quarterly Volunteer Steering Group meetings. Encourage volunteers to feedback on all services through: meetings, feedback forms, consultation events and satisfaction surveys.
12. Develop materials and organise events that recognise the value of the volunteers' input.
13. Oversee the running of Coastline's Partner Programme.
14. Ensuring best practice and continued development of the Volunteer Scheme in line with the Investors in Volunteer Framework. Conduct an annual review of the volunteer scheme, to include an annual consultation with volunteers.
15. Draft and review all policies, procedures and paperwork relevant to the Volunteer Scheme.
16. Ensure appropriate measures as taken to protect the health, safety and wellbeing of volunteers.
17. To manage a volunteer budget of up to £5k and volunteer expenses.
18. Ensure that vulnerable adults are effectively protected from abuse or neglect, safeguard the dignity, quality of life and safety of customers/clients. Act in accordance with Coastlines policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other client, family members or other carers.

#### GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

#### REPORTING

- Reports to the Community Investment Manager
- Responsible for coordinating approx. 20 volunteers

## CONTACTS

### **Internal**

- Homes and Communities Theme Lead, Income Theme Lead, Customer Access Theme Lead, Head of Housing
- Community Investment Team
- CHL Managers
- CHL colleagues

### **External**

- Customers
- Partnership Agencies/ Organisations
- Funding Bodies
- Referral Agencies (voluntary and statutory)
- Volunteer Recruiting Agencies

## PERSON SPECIFICATION

<b>POSITION</b>	<b>Volunteer Manager</b>		
<b>TEAM</b>	Homes & Communities Theme	<b>LOCATION</b>	
<b>VERSION</b>	2	<b>LAST UPDATED</b>	January 2019

<b>QUALITY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Put our customers first</li> <li>• Be open, honest and accountable</li> <li>• Strive to be the best</li> <li>• Value each other</li> <li>• Have an approach, which focuses on developing people's personal/professional skills.</li> <li>• Adaptable and flexible.</li> <li>• Develop effective working relations in order to motivate a team.</li> <li>• Creative and innovative in identifying solutions.</li> <li>• Focused and organised</li> <li>• Diplomatic</li> <li>• Team player</li> <li>• Approachable and calm</li> <li>• Ability to deal with customers and volunteers in a sensitive and non-patronising way demonstrating a commitment to valuing diversity and equal opportunities.</li> </ul>	
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good standard of education in Maths &amp; English GCSE or equivalent Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• Management Qualification</li> <li>• Relevant/job specific qualifications. i.e. Level 4 in Volunteer Management</li> </ul>

<p><b>Experience, Knowledge and Understanding</b></p>	<ul style="list-style-type: none"> <li>• Experience of line management with a proven track record of effective team management.</li> <li>• Experience of the recruitment, deployment and support of volunteers.</li> <li>• Experience of working to a quality assurance framework.</li> <li>• Experience of team working and multi-agency working.</li> <li>• Knowledge and understanding of budgeting and financial monitoring processes.</li> <li>• Experience of record keeping and monitoring progress through online systems, use of databases and statistics.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing volunteers.</li> <li>• Understanding of social value associated with volunteering</li> <li>• Knowledge of the Investing In Volunteers Framework</li> <li>• Experience of budget management</li> <li>• Experience of facilitating, building and sustaining effective internal and external partnerships</li> </ul>
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<p><b>Job Related skills</b></p>	<ul style="list-style-type: none"> <li>• Fully proficient in IT skills e.g. Office, Excel and use of proprietary systems</li> <li>• Excellent planning and organisational skills with the ability to manage multiple priorities to successful conclusions.</li> <li>• Excellent interpersonal, written and verbal communication skills, including the ability to work with a wide range of external and internal stakeholders.</li> <li>• Ability to write clear, concise reports.</li> <li>• Facilitate meetings and give presentations to a variety of audiences.</li> <li>• Ability to work both independently and as part of a team and to maintain effective relationships with people at all levels of an organisation.</li> <li>• Coaching, management and people development skills.</li> <li>• Maintain confidentiality of information in accordance with guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the issues and challenges that can arise working with volunteers.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle.</li> <li>• Ability to work flexibly when required.</li> <li>• Enhanced Disclosure &amp; Barring Service Check</li> </ul>	