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**Volunteer Development Officer**

**1 year (with the possibility of extension-funding dependent)**

**Hours: 37.5 Hours per week**

**Salary: £18k per annum**

**Based at: Townsend Street Belfast**

**Reporting to: Operations Manager**

**Annual Leave: 20 days per year, plus public holidays (pro-rata)**

**Probation: The appointment is subject to the satisfactory completion of a six month probationary period.**

The Welcome Organisation is committed to supporting, enabling and celebrating volunteering in all its diversity. At present Welcome’s volunteering programme has circa 60 persons making a contribution to homeless and social support services.  Critically the programme involves clients as volunteers; offering the opportunity for skills development which supports individuals into employment.

**Job purpose:**

To coordinate and develop Welcome Organisations volunteering programme which involves volunteers in a range of projects focussed on supporting people who are homeless or at risk of homelessness.

The Volunteer Development Officer will recruit, train and support volunteers in a variety of roles across the organisation. Additionally the Volunteer Development Officer will manage the volunteer rotas across services

**Tasks and Responsibilities:**

**Volunteer recruitment, training and support**

* To recruit and match volunteers with suitable volunteering opportunities within Welcome Organisations support services
* To coordinate, develop and deliver appropriate training for volunteers
* To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals.
* Carry out regular volunteer supervisions
* To manage the volunteer rota and ensure services are supported.

**Volunteer management**

* To develop good practice policies and procedures in volunteer management and keep all relevant policies and handbooks up to date and relevant.

**Partnership working**

* To develop and maintain good working relationships and referral pathways with relevant organisations who provide training and volunteering opportunities for volunteers.
* To develop new and innovative ways of using volunteers to support people to move on from homeless
* To utilise local and regional networks and brokerage services to promote volunteering opportunities.

**Information, marketing and promotion**

* To design a range of marketing materials in accessible formats to promote The Welcome Organisation and its volunteering programme
* To attend events, such as volunteer fairs and community events, to promote The Welcome Organisation volunteering programme
* To organise recruitment events, such as workshops and talks, to promote The Welcome Organisation volunteering programme
* To promote The Welcome Organisation volunteering opportunities via social media, The Welcome Organisation newsletter bulletins and through The Welcome Organisation website.

**Monitoring and evaluation**

* To ensure that the impact of the work is recorded, monitored and evaluated
* To provide reports as required
* To ensure databases are accurately updated and maintained.

**Other**

* Apply organisational policies and procedures; interact with other employees, clients, statutory agencies and the public in a helpful, courteous and friendly manner.
* Maintain effective working relationships, demonstrate sensitivity to and respect for, a diverse population.
* Maintain high standards of confidentiality.
* Observe and carry out health and safety procedures in respect of oneself, colleagues and the public.
* Adhere to all policies and procedures as laid down within the Organisations Staff Handbook
* Undertake any other reasonable duties as required by the Welcome Organisation

The duties and responsibilities of this job description are neither definitive nor restrictive and can be modified to meet the changing needs of the organisation. The organisation is committed to providing the highest possible quality of service to its clients and the community. Members of staff are expected at all times to provide a caring service to treat those with whom they come in contact in a courteous and respectful manner.

**CRITERIA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Essential | Desirable | Application Form | At Interview |
| **Education** |  |  |  |  |
| Extended education e.g. degree, HNC, certificate, diploma or OU study |  | ✓ | ✓ | ✓ |
| **Experience** |  |  |  |  |
| Minimum 2 year’s involvement in  community liaison activities including proven ability to work with, volunteers,  individuals, groups and other agencies to achieve  agreed outcomes | ✓ |  | ✓ | ✓ |
| Experience of Volunteer development | ✓ |  | ✓ | ✓ |
| Direct experience of community development projects. |  | ✓ | ✓ | ✓ |
| Proven ability to use a variety of I.C.T. equipment and software packages. | ✓ |  | ✓ | ✓ |
| Ability to effectively plan and organise own workload and coordinate other resource to meet deadlines. | ✓ |  | ✓ | ✓ |
| Writing of reports and disseminating information for various audiences | ✓ |  | ✓ | ✓ |
| Commitment to and a working knowledge  of equality & diversity including an understanding of the needs and issues  relating to homeless or marginalised groups | ✓ |  | ✓ | ✓ |
| **Skills** |  |  |  |  |
| A working knowledge and experience of a wide range of communication media  including report writing, newsletter production etc. | ✓ |  | ✓ | ✓ |
| Strong communication skills – verbal and written and the ability to give presentations, and facilitate group discussions. | ✓ |  | ✓ | ✓ |
| Excellent Team Working Skills | ✓ |  | ✓ | ✓ |
| A high degree of personal motivation and a willingness to learn new skills, taking on  challenges and undertake relevant training. | ✓ |  | ✓ | ✓ |
| **Other** |  |  |  |  |
| Commitment to the community sector and working in partnership with organisations with shared aims | ✓ |  | ✓ | ✓ |
| Commitment to the Welcome Organisations ethos and delivery of low threshold services | ✓ |  | ✓ | ✓ |
| Clean & current driving licence |  | ✓ | ✓ | ✓ |
| Access to own transport |  | ✓ | ✓ | ✓ |
| Be available to work evenings and weekends as required | ✓ |  | ✓ | ✓ |

## Guidance Notes on Completing Your Application

## Thank you for the interest you have shown in our vacancy. These notes are to help you make the most of your application. We will not be able to shortlist your application if you do not follow the instructions below.

## CVs will not be accepted.

## Completing the application form.

This section of the form is split into different parts as set out in the Job Specification. The Welcome Organisation requires the successful applicant to demonstrate **through actual examples** that they have both the knowledge, technical skill and experience, and the behaviours, to fulfil the role requirements.

You must:

1. Show how you meet the criteria set out in the ‘Job Specification’ section of the Job Description which includes:

|  |  |
| --- | --- |
|  |  |

**For example Knowledge Skills & Experience**  
The Job Specification states what essential knowledge, technical skills, and experience is required for the job. These are prerequisites for the job.

## Demonstrating your ‘knowledge skills & experience’ at the application stage

* + - For each of the ‘knowledge & experience’ points in the Job Specification you must provide **a real example**, which describes how you have acquired the knowledge, technical skills, and experience required for the job you are applying for.
    - Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.
    - The example below gives an indication of the approach you should take for each of the bullet points.
    - You should complete a paragraph of **no more than 250** words for each of the knowledge & experience items.

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**