

SANDWELL ADVOCACY

- Job Title:** VOLUNTEER DEVELOPMENT OFFICER
(Leading on Sandwell Together)
- Hours of Work:** 16 hours per week
To be available on occasions to work evenings and weekends
- Salary:** £11,091 - £11,789 (12 month fixed term contract)
- Benefits:** 5 Weeks Equivalent Annual Leave + Bank Holidays. 5% Employers Pension Contribution.
- Responsible to:** The Chief Executive Officer
- Location:** 28 Wood Street, Tipton, DY4 9BQ
- Job Purpose:** To work within SA's volunteer recruitment strategy to promote opportunities and recruit volunteers generally throughout the organisation
- To lead on and manage the delivery of a telephone befriending service to provide emotional support for those experiencing isolation and loneliness
- To recruit, train and support volunteer's (including telephone befrienders) and match them with those referred into the service
- To manage all referrals into the befriending service, including making initial contact with each referral to identify their issues and interests, and to use this information to make an effective match with a volunteer

Principal Duties:

To recruit volunteers from all sections of the community to become volunteers using a range of recruitment methods.

Appropriately match advocacy/befriending partners with volunteers, and support the development of that partnership.

Develop and implement a volunteer recruitment strategy to recruit volunteers including talks to groups, advertising, social media, press and radio.

Implement effective volunteer selection procedures and background checks to include: making initial contact, identifying the commitment of each volunteer, completing volunteer application forms and taking up references.

Develop and deliver appropriate training and awareness programmes for potential and existing volunteers.

Provide ongoing support to volunteers to include peer support group meetings to share information and good practice, discuss relevant issues of common interest and/or access relevant external speakers/training.

Keep a record of all operational activities/contacts and details of volunteers/befrienders on Lamplight in an accurate and timely manner.

Promote and publicise the project widely within Sandwell to a broad range of stakeholders to establish referral pathways into the service as well as potential volunteers.

Co-ordinate the production of the Sandwell Advocacy Volunteers Bulletin to provide updates and relevant information to the volunteer team.

Develop a range of volunteer policies and procedures relevant to each volunteer role to be circulated as part of the Volunteer Handbook.

Work as an active member of the Sandwell Advocacy team to enable advocacy to flourish in the borough.

Ensure the implementation of equal opportunities in all aspects of the work, and carry out all duties in an anti-discriminatory manner, and where necessary challenge oppressive behaviour and practices.

Be familiar with and keep up to date with relevant issues, policies and acts in areas of volunteering.

Respond appropriately with any safeguarding concerns; demonstrating an understanding of, and compliance with, Sandwell Advocacy's procedures for safeguarding children and vulnerable adults.

Make frequent and effective use of personal supervision and appraisals, attend staff meetings and make use of appropriate training opportunities.

Complete timesheets and expenses claims by due dates monthly.

Effectively monitor and evaluate your work and use these findings to source and secure continuation funding.

Handle complaints and comments in line with organisational policy.

Work within the accepted policies of the organisation, paying particular attention to the duty of confidentiality and responsibility for your own health and safety and that of others.

Comply with Sandwell Advocacy's policy on Lone Working including the use of our Stay Safe lone working app.

Contribute towards the overall objectives of the project to ensure a quality service is delivered to our partners.

Undertake other duties in conjunction with the team to meet the aims of the organisation.