



**Job Title** VOLUNTEERING DEVELOPMENT WORKER

**Salary Band** £21,000 - £24,000

**Hours** 37 hours per week

**Location** Perry Common, Birmingham

**Accountable to** Flourishing Community Services Manager

**Post Term** Initial contract until 30<sup>th</sup> September 2021 with extension subject to funding



**Working Relationships**

Internal	External
Flourishing Community Services Manager Flourishing Community Development Officer WLCA teams Senior Managers Board Members Volunteers	Local residents, tenants and community groups Erdington Community Volunteers Erdington Covid19 Taskforce Neighbourhood Network Scheme partners Third Sector / Voluntary / Community Sector workers Funders and Commissioners Strategic Partners

**JOB PURPOSE**

To lead on the development of volunteering within Witton Lodge Community Association and communities across Erdington.

Taking a lead on co-ordinating internal processes for recruitment and support of volunteers, while also working across multiple projects to create and develop meaningful volunteering opportunities that maximise the potential for volunteers to participate in community projects.

A key focus of this role will be building and strengthening partnership work with a range of existing and new voluntary groups in order to collaborate, co-ordinate and grow the involvement of volunteers.

**1. JOB DESCRIPTION**

<b>Key Tasks and Responsibilities</b>
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- To co-ordinate WLCA's volunteering programme, including the promotion of volunteering, recruiting, inducting, retaining and developing volunteers, to meet the needs of the Association and local community.
- To plan and support the use of volunteers across the Association's work, supporting Association staff and partners to integrate volunteer roles into their work.
- To plan, manage and develop volunteer management practices and processes, including the training and development of volunteers in specific roles.
- To build partnerships with local groups across Perry Common and wider Erdington to support a range of volunteering projects which meet the needs of the local community, support small groups to grow, enhance health and wellbeing especially for older adults, and other projects as they arise.
- Promoting, networking & developing the service through events, outreach, attending meetings and new working partnerships; positively representing WLCA to stakeholders.
- To ensure good practice in volunteer management throughout the Association's work and implement policies and appropriate quality standards.
- Project monitoring and reporting to a range of internal/external stakeholders and recommending areas for service improvement.
- To carry out any other tasks which may be reasonably regarded as falling within the work requirements of the role.

## 2. PERSON SPECIFICATION

### Method of Assessment: -

- Application Form (A)
- Interview (I)
- Test (T)

### EXPERIENCE

Essential	Desirable
Planning, co-ordinating and evaluating a volunteering programme, including managing volunteers and developing volunteering in a geographic area (A,I,T)	Training and development planning, delivery and evaluation (A,I)
Building and sustaining effective relationships with partners in order to deliver successful projects (A,I,T)	Managing health & safety, safeguarding processes, insurance, data protection processes (A,I)
Effective project or event management (A)	
Developing and implementing effective consultation and engagement to inform service delivery and improvement (A,I)	
Implementing monitoring and evaluation systems and reporting to internal and external stakeholders (A,I)	
Marketing and promoting community-based activities and services (A,I)	

## SKILLS AND QUALIFICATIONS

Essential	Desirable
Ability to lead and motivate volunteers and manage teams effectively, both internally and externally <b>(I)</b>	Driving license and access to a car <b>(A)</b>
Excellent interpersonal, negotiation and communication skills (written and verbal) <b>(I,T)</b>	An appropriate management or volunteer management qualification <b>(A)</b>
Ability to present complex information in a simple way to a wide range of audiences <b>(I,T)</b>	
Excellent engagement, relationship building and facilitation skills with volunteers/communities and stakeholders <b>(I)</b>	
Excellent organisation, planning and project management skills <b>(I,T)</b>	
Team-working skills, able to work in a flexible and adaptable way <b>(I)</b>	
Good IT skills, including word processing, spreadsheets, email, web research, presentations <b>(A)</b>	

## KNOWLEDGE

Essential	Desirable
Strong knowledge of good practice in volunteer management <b>(A,I,T)</b>	Up to date knowledge of relevant legislation relating to volunteers <b>(A,I)</b>
Understanding volunteering and how to motivate and manage volunteers <b>(A,I)</b>	
Knowledge of a range of stakeholder engagement and participation techniques <b>(A,I)</b>	Understanding of community development / regeneration <b>(A,I)</b>

### Other requirements:

A DBS check (formally CRB) will be required for this post

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy. As part of our Health & Wellbeing team you will be responsible for:

- Ensuring that customers' needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring and measuring the effectiveness of QMS