

## Volunteering Officer

### Main purpose of job

To be responsible for all aspects of volunteering in the local area, including the coordination, recruitment, induction, support and training of volunteers, adhering to the Society's volunteering policies. To support and monitor the impact of volunteering on Society activities locally.

### Position in organisation

Reports to the Operations Manager and liaises with the Volunteering Development team.

### Dimensions and limits of authority

- Responsible for matching the skills and availability of volunteers to roles available.
- Responsible for promoting volunteering opportunities and spearheading recruitment

### Duties and key responsibilities

- To organise an on-going recruitment programme to attract volunteers to the work of the Alzheimer's Society in the locality.
- To interview prospective volunteers and match their skills and abilities to local needs.
- To identify the learning and development needs of volunteers in the local area and organise suitable training opportunities.
- To monitor and support the volunteers in a variety of ways appropriate to the individual volunteer role.
- To monitor and evaluate the success and impact of volunteering, involving service users, carers, staff, and volunteers, and to develop new volunteering opportunities.
- To keep accurate written records of volunteer details, volunteer activity and monitoring information for monthly staff meetings, reporting to the line manager as required.
- To coordinate all volunteer involvement in the activities in the local area, such as fundraising, administration, services provision, and awareness raising.
- To work with the staff and volunteers to promote volunteering opportunities within the Locality.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

### Organisational responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia

- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

# Person specification



All of the following requirements are essential, unless marked with a \* when they are desirable, and will be assessed from a combination of information provided from the application form and interview process.

## Education and qualifications

- NVQ level 2 or equivalent or demonstrable track record in skills and experience.

## Skills and experience

- An understanding of the needs of people with dementia and their carers \*
- Good time management skills
- Basic IT skills including MS Office packages
- Good communication skills
- Experience of managing and motivating volunteers and leading a team
- Experience of working with statutory and voluntary agencies\*
- Experience of managing the learning and development of others \*
- Experience of collaborative working Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act \*
- An understanding of the need for confidentiality

## Personal attributes / qualities

- Able to travel independently within the service area \*
- Empathy
- Non-judgemental communication
- Commitment to and understanding of equal opportunities
- Understanding of the inclusion agenda and its relevance within a diverse society